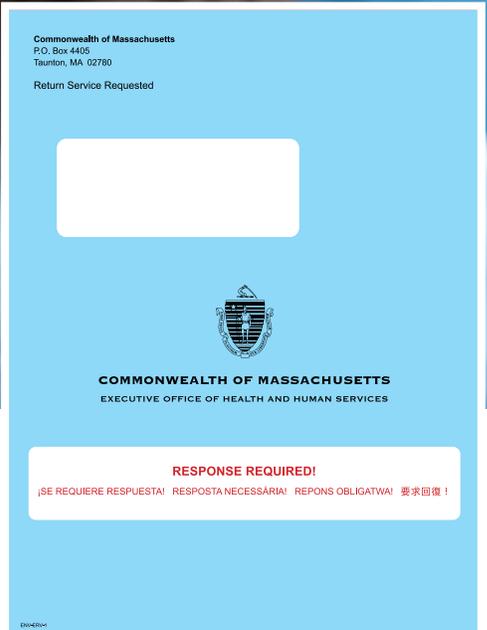




# MassHealth Renewal Help Guide



Blue envelopes will be sent starting in April 2023

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# Welcome to the MassHealth Renewal Help Guide

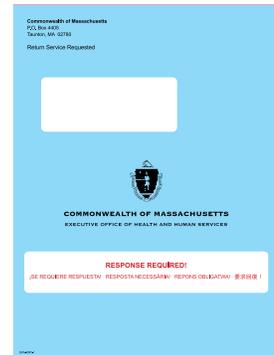


We've created this guide as a resource for organizations that help MassHealth members understand how to get – and keep – the health care coverage they are eligible for. This guide contains information for individuals working in the community who typically interact with MassHealth members.

As you may have heard, over the next year, MassHealth will need to renew the health care coverage of its more than two million members to ensure that they still qualify for their current benefits. This guide is designed to help you and your organization assist them when they have questions.

We know you aren't MassHealth experts, and we don't expect you to be. That's why we've developed a tool that provides simple, step-by-step information to help guide MassHealth members through the "redetermination" process – or simply point them in the right direction for help from another resource.

Starting in April 2023 and running through the following 12 months, renewal paperwork will be delivered in a blue envelope to MassHealth members who need to complete it. Not responding to that renewal could result in a loss or downgrade of coverage. That's when we anticipate many questions from members about why they are being asked to update their information, and how to do it.



## With the MassHealth Renewal Help Guide, you will be able to

- Help a member understand how to update their contact information to prepare for their renewal
- Walk a member through the notice they got in their blue envelope
- Explain to a member how they can complete their renewal
- Help a member schedule an appointment to get help with their renewal
- Help a member who is no longer eligible for MassHealth understand how to get health insurance

Thank you for being our trusted partner and helping to make sure Massachusetts residents have access to the health care coverage they are qualified for.

## Who this Guide is for

This guide is for anyone who works with MassHealth members and wants to help them with their renewals process in any capacity. This includes but is not necessarily limited to:

- Providers, including Primary Care Providers, Hospitals, Community Health Centers, Long-term care providers, nursing homes, Shelter providers, Case managers, and other provider types
- Community-based organizations who work with MassHealth members
- Other Massachusetts state agencies
- Any other groups or individuals who work with MassHealth members and want to help members understand their MassHealth renewals

### **Disclaimer About Member Protected Health Information (PHI)**

- This guide contains information for individuals working in the community **who typically interact with MassHealth members.**
- It is intended to give these individuals **helpful tips** about how they can help MassHealth members understand how to complete their renewal.
- These tips cover **basic assistance** – such as reminding members of important deadlines, helping them understand written instructions, and directing them to official MassHealth resources.
- They **do not** imply that individuals may access a MassHealth’s member’s protected information or act on their behalf.
  - All individuals using this guide should remember that a MassHealth’s member protected health information (PHI) is protected under HIPAA Privacy Rules. This means that individuals working with MassHealth members should not distribute MassHealth member information internally or externally unless authorized to do so.
- Furthermore, the right to access or update a MassHealth member’s information is reserved for officially designated representatives, certain MassHealth employees, and Certified Assistants like Certified Assistance Counselors (CACs) or Navigators.
  - If you or your organization is interested in becoming a CAC, see page 28.
- However, you do not need to be an official representative or CAC to meaningfully help a member. **The tips in this guide will help you have an important and positive impact on MassHealth members.**

**General Disclaimer:** This information is accurate as of March 2023. MassHealth policies change frequently. Always check online or contact MassHealth for the latest information.

# What is a Redetermination and Why am I Hearing About it this Year?

“Redetermination” is the process MassHealth uses to make sure that current MassHealth members are still eligible for MassHealth. Federal law requires MassHealth to regularly check eligibility. This ‘check’ is generally called a “renewal” if you are younger than 65, or an “annual review” if you are 65 or older.

2023 is an especially important year for renewals because MassHealth’s renewal processes have been different during the COVID-19 pandemic.

At the beginning of the COVID-19 public health emergency (PHE), the federal government implemented **continuous coverage** requirements. In response to these requirements, MassHealth put protections in place to ensure that individuals receiving Medicaid would generally not lose coverage unless they voluntarily withdrew, moved out of state, or passed away. These protections have been in place since March 2020.

As a result, MassHealth’s membership increased more than 25 percent, from 1.8 million to 2.3 million. Many individuals whose coverage would normally have been lost or downgraded when they came up for renewal – because they were no longer eligible or because they did not respond to MassHealth – maintained coverage. This is now changing.

These continuous coverage requirements are ending April 1, 2023. This means that ALL MassHealth members will undergo redetermination. This will happen over 12 months. MassHealth sends out renewal forms in the mail. Members who need to complete a renewal will be sent their renewal paperwork in a blue envelope sometime between April 2023 and April 2024.

It is crucial that members receive this blue envelope and respond to the requests for information. If they do not respond, they may have their coverage downgraded or lose coverage entirely.

**MassHealth needs your help in making sure members receive, recognize, and respond to any mail that may be from MassHealth.**

Some members may no longer qualify for MassHealth coverage because their circumstances have changed significantly over the past two to three years. Many of these members can access affordable health insurance through the Massachusetts Health Connector or other insurance options. Please refer to the “Members Who are No Longer Eligible for MassHealth” section of this guide for more information on how to help these individuals.

## Key Term

### Redetermination

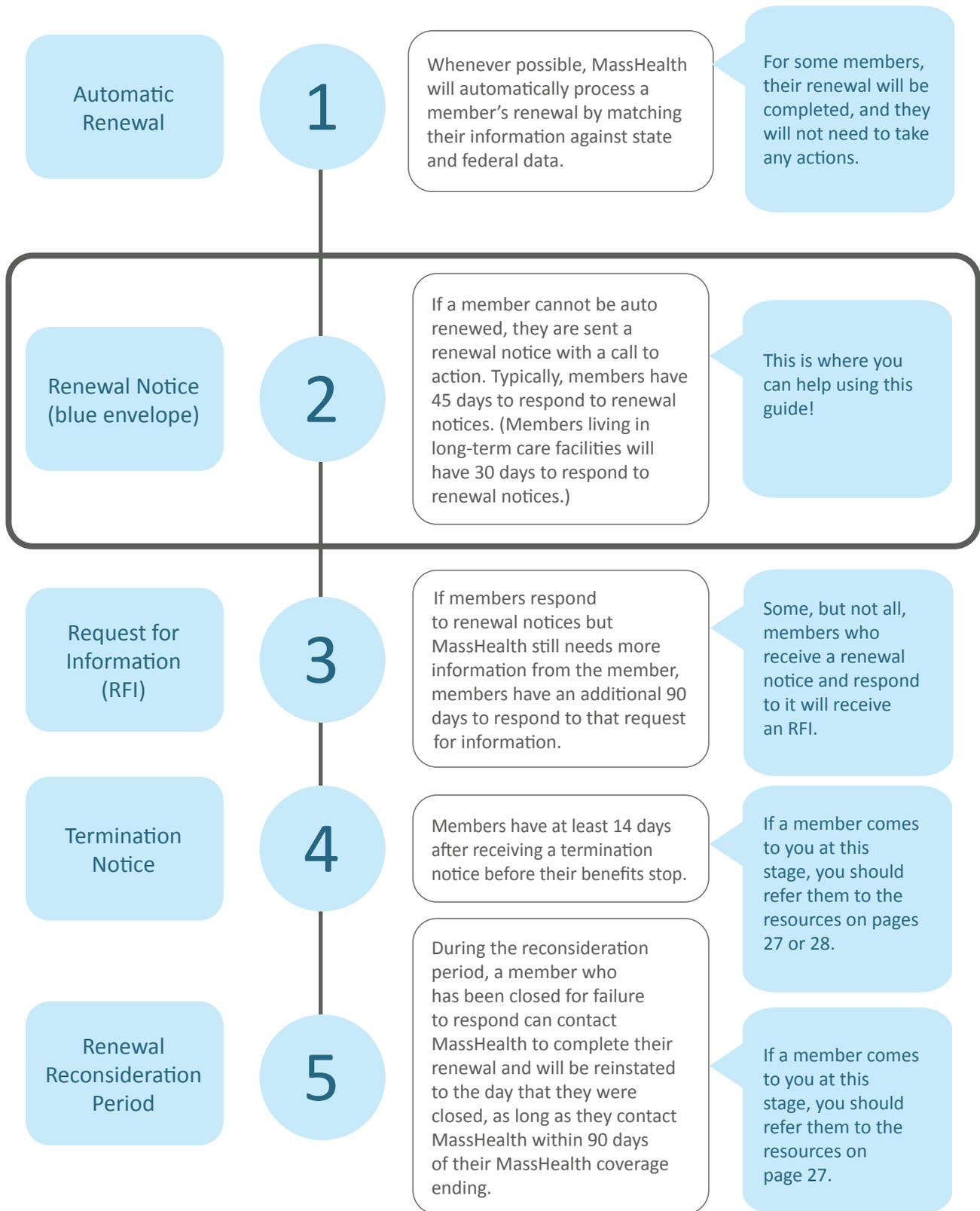
This is the process MassHealth uses to ensure that members continue to qualify for their current benefits.

## Key Term

### Continuous Coverage

This was a federal requirement that allowed people to maintain Medicaid benefits during the pandemic. Continuous coverage ends April 1, 2023.

## The Member Renewal Process



## Other Important Mail from MassHealth

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During this renewal period, members may receive other important mail from MassHealth—other than their blue envelope—that they must read, and in some cases, respond to. This is important if they want to maintain their coverage and understand what benefits they qualify for.

Other mail will arrive in white envelopes separately from the blue envelope containing the renewal. The return address may indicate “Commonwealth of Massachusetts” or a specific unit of the Commonwealth, such as the “Health Insurance Processing Center” or “EDMC.” Members should watch out for any mail that could be from MassHealth and open all envelopes addressed to them.

Other important mail may include

- Requests for information
- Request for verification
- Automatic renewal notices (no action needed)
- Premium bills
- Adult or child disability supplements
- Approval letters
- Termination letters
- Denial letters
- Other documents not related to renewals, including ACO enrollment information, prior authorization notices, etc.

## Why MassHealth is Devoting Extra Resources Toward Supporting Renewals this Year

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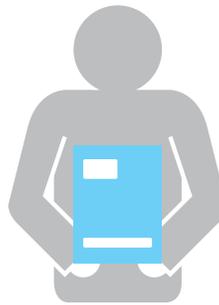
Since March 2020, continuous coverage requirements allowed members to maintain MassHealth benefits even if they did not reply to their renewal or requests for information.

This means

- 1) **Members may not know they need to respond to MassHealth** to maintain their coverage. This creates the risk that members will not take needed actions to ensure they keep the level of MassHealth coverage that they are eligible for.
- 2) **MassHealth won't have updated contact and personal information for many members.** This could prevent members from receiving their renewal information in the mail or getting the best coverage that they may qualify for.

# Waiting for the Blue Envelope

You can help MassHealth members right away – even before they receive their renewal paperwork in the blue envelope. A member may receive renewal paperwork at any point between April 2023 and April 2024. For members inquiring about why they have not yet received a blue envelope, please refer to the Member FAQs on page 51.



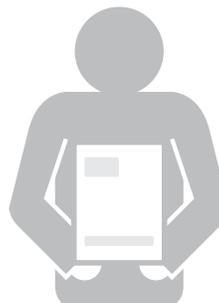
## Ways to help now

1. Ask members if MassHealth has their most up-to-date address, phone number, and email, and to update that information with MassHealth, if needed. This will keep them from missing important information from MassHealth.



**Quick tip:** Remind members that if they moved in the last two to three years, they need to update their address with MassHealth.

2. Ask members to report any household changes to MassHealth, including a new job, address, or changes to income, disability status, or pregnancy.
3. Remind members to read all mail addressed to them that may be from MassHealth.



Note: Members can feel comfortable disclosing their immigrant status and submitting any documents that they have to MassHealth. MassHealth will never report a member or their family to DHS, USCIS, or ICE. Sending all documents will help MassHealth decide on a person's eligibility.

## Ways for Members to Update their Information

### Members younger than 65\*



Through your MA Login Account at [www.mahix.org/individual](http://www.mahix.org/individual)

If you don't yet have an account, you can create one by following the link at the back of your MassHealth notice or by calling (844) 365-1841, TDD/TTY: 711.



Calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711



Getting help from a Certified Application Counselor (more information on page 28)



Scheduling a phone or virtual appointment with a MassHealth Enrollment Center (MEC) worker or visiting a center in person (more information on page 27)



Mailing a document or handwritten note to MassHealth Enrollment Center, PO Box 290794, Charlestown, MA 02129 or faxing it to (617) 887-8799

\* Members in Home- and Community-Based Services Waivers and members residing in long-term care facilities should follow the information in the box below titled "Members 65 and older" even if they are younger than 65.

### Members 65 and older



Calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711



Getting help from a Certified Application Counselor (more information on page 28)



Scheduling a phone or virtual appointment with a MassHealth Enrollment Center (MEC) worker or visiting a center in person (more information on page 27)



Mailing a document or handwritten note to MassHealth Enrollment Center, PO Box 290794, Charlestown, MA 02129 or faxing it to (617) 887-8799

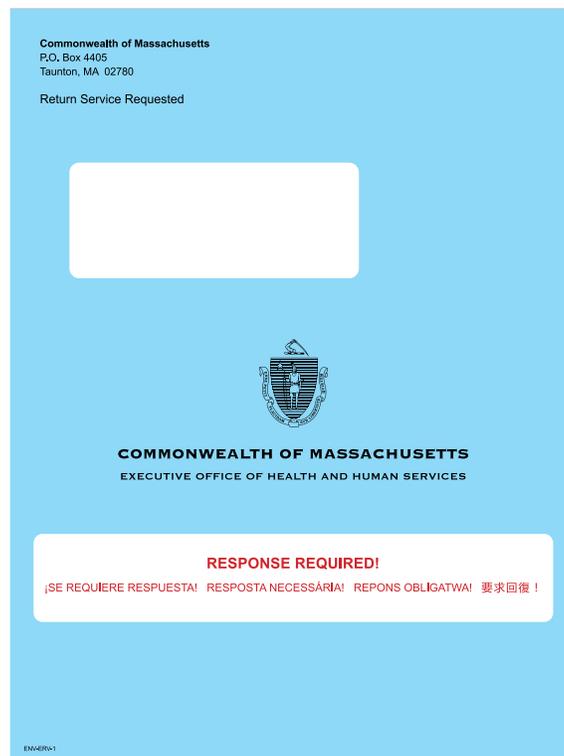
# It has arrived! Explaining the Importance of the Blue Envelope

Right now, the best way for your organization to support members is to help them understand how to respond to their renewal.

This includes

1. Helping them locate the right website and documents they need to fill in their information.
2. If they are struggling with their renewal, directing to them to easy-to-use resources, such as:
  - The MassHealth Customer Service Center
  - Certified Assistance Counselor (CAC) organizations
  - MassHealth Enrollment Centers (MECs)

The following information describes the contents of the blue envelope, and the steps you can take right away to help members maintain coverage. Details on the MassHealth Customer Service Center, CACs, and MECs are described in following sections.



If the member is younger than 65, the notice they receive will likely look like the one below, and you should complete the following steps.

Commonwealth of Massachusetts   
Executive Office of Health and Human Services

Health Insurance Processing Center  
P.O. Box 4405  
Taunton, MA 02780-0419

**You can get this information in large print and braille. Call 1-800-841-2900 from Monday to Friday, 8:00 A.M. to 5:00 P.M.**

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 \*000000\*  
MEMBER NAME  
112 MAIN ST, BOSTON  
BOSTON  
BOSTON, MA 02190

Date: May 05, 2020  
Notice ID: / NON AUTO-RENEWAL  
Member ID: Not Available  
SSN: XXX-XX-7632

**Important Notice about your health coverage**

Dear Member Name

Your household needs to complete the annual eligibility renewal to find out if you and members of your household can still get health coverage through MassHealth, the Children's Medical Security Plan (CMSP), or the Health Safety Net (HSN).

**IMPORTANT!**

**Your household must renew by 06/19/2020 or your MassHealth, CMSP, or HSN benefits may end or decrease.**

The fastest way to renew your household's health coverage is through our website at [MAhealthconnector.org](http://MAhealthconnector.org). You can create an account by going to:  
<https://mahealthconnector.optum.com/individual/code/O8ZoHPGAjx>

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Questions? Visit [MAhealthconnector.org](http://MAhealthconnector.org) or call 1-800-841-2900

**If the member is vision-impaired,** read them the phone number to call to request a large print or braille version of this information (or make the call with them).

**Circle the due date!** Members must complete their renewal by the date listed to maintain their coverage.



We reviewed your information to see if we could automatically renew health coverage for you and members of your household. We are not able to renew the current coverage for your household using the information we have. **You need to act now to renew health coverage for your household. If you do not act your household's MassHealth, CMSP, or HSN benefits may end or decrease.**

#### What do you need to do?

Please complete your annual eligibility renewal by doing one of the following:

- **Online:** The fastest way to renew health coverage for your household is online through our website at [MAhealthconnector.org](https://mahealthconnector.org). Go to <https://mahealthconnector.optum.com/individual/code/O8ZoHPGajx> and you will be able to create an account and see your renewal information. Go to the *My Eligibility* section of the website and follow the instructions listed there. Renewing your household's information online is the only way to get a real-time, automatic decision to see if you still qualify.

OR

- **Paper:** Please review and follow the instructions on the attached form called the *Massachusetts Renewal Application for Health and Dental Coverage and Help Paying Costs* included with this letter  
Fax all pages to  
1-857-323-8300

OR

Mail all pages to:

Commonwealth of Massachusetts  
Health Insurance Processing Center  
P.O. Box 4405  
Taunton, MA 02780

OR

- **Phone:** Call us at 1-800-841-2900  
We can help you complete your household renewal over the phone.

OR

- **In person:** Call us at 1-800-841-2900 to find a MassHealth Enrollment Center (MEC) near you. You can also look in the Member Booklet for a list of MEC addresses.

#### What happens next?

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Questions? Visit [MAhealthconnector.org](https://mahealthconnector.org) or call 1-800-841-2900

Help the member make a plan for completing their renewal. Making a plan means choosing how a member will renew (online, paper, phone, or in person) and deciding on a specific date that accommodates their personal and work schedules. Members can also use the [MassHealth scheduling tool](https://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative) ([www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](https://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative)) to set up a phone or video appointment with a MassHealth representative.



We will continue your household's **current** coverage for up to 45 days from the date of this letter while we wait for you to renew your information. Once we process your completed renewal application, we will send you another letter to let you know if you and members of your household still qualify for health coverage through MassHealth, CMSP, or the HSN. If you do not qualify for health coverage through MassHealth, CMSP, or the HSN, we will determine if you qualify for coverage through the Health Connector.

We will check the information you give us with available federal and state data sources. We will keep the information provided to us private, and will only use and disclose it in accordance with applicable law. If we need further information, we will contact you.

**What else do you need to know?**

- Throughout the year, you must report any change in your household's information to MassHealth as soon as possible, but **no later than 10 days**, from the date of the change. This includes any changes to your household's income, address, phone number, household size, job, or health insurance.
- The **Member Booklet** explains income rules, premiums, copays and covered services for MassHealth. It also explains in more detail how we count your household members and income. To get a copy of the Member Booklet, you can go to [www.mass.gov/masshealth-member-library](http://www.mass.gov/masshealth-member-library) or you can call **MassHealth Customer Service** at **1-800-841-2900** (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).
- You can find your household's health insurance information at [MAhealthconnector.org](http://MAhealthconnector.org) on the **My Eligibility** page. You must log into your account using your username and password. You can create an account if you don't already have one.

**What if you have questions?**

If you have questions or need more information, go to [MAhealthconnector.org](http://MAhealthconnector.org) or call **MassHealth Customer Service** at **1-800-841-2900** (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).

Thank you.

MassHealth

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[Questions? Visit MAhealthconnector.org](http://MAhealthconnector.org) or call **1-800-841-2900**

If a member has tried to complete their renewal and needs help or has questions that you can't answer, help them contact one of the resources listed in this guide.

The blue envelope will also contain a form that the member should complete if

- They choose the paper option for completing their redetermination, OR
- They choose to complete their redetermination in person (and should bring the form along with them to their MEC appointment).

If the member is 65 or older, the notice they receive will likely look like the one below, and you should complete the following steps.

EDMC  
P.O. BOX 4405  
TAUNTON MA 02780-0968

Commonwealth of Massachusetts  
Executive Office of Health  
and Human Services  
Office of Medicaid  
www.mass.gov/masshealth

Date: 12/25/2021  
SSN: XXX-XX-0000  
MEC: 510 PrfID:  
NUM: Type : MES ANNUAL

Medicaid ID :

510/PMER-SENIOR  
MISTER L SMITH  
1 MAIN ST  
City MA #####

Attn: MISTER L SMITH Re: Notice sent to TEST DOB (review form not enclosed)

**IMPORTANT]**  
**PLEASE RETURN THIS PAGE WITH THE ENCLOSED REVIEW FORM**  
**BY 02/13/2022.**

A Notice about Your MassHealth, Health Connector, or Health Safety Net (HSN)  
Eligibility Review

Enclosed is a MassHealth Eligibility Review form that you must fill out, sign, and send back to us right away with all the needed information. If MassHealth is paying your Medicare premiums and you do not fill out and send back this review form, we will no longer pay your Medicare premiums. You are getting this form for one or more of the following reasons.

- \* MassHealth needs to complete your yearly MassHealth, Health Connector, or HSN review as required by federal and state law.
- \* MassHealth has learned of a change in your circumstances that may affect your eligibility for MassHealth.
- \* MassHealth records show that you are now aged 65 or will soon be aged 65, and different MassHealth rules apply to you.
- \* MassHealth has gotten information that tells us that you need long-term-care services at home or in a medical facility.

continued...

If the member is vision-impaired, have them call MassHealth at (800) 841-2900, TDD/TTY: 711 Monday through Friday 8 a.m.-5 p.m. to request a large print or braille version of this information (or make the call with them).

Circle the due date! The member must complete their renewal by this date.

If you are disabled and working 40 or more hours a month or are currently working and have worked at least 240 hours in the six months immediately before the month of the MassHealth review, or if you are aged 65 or older and a parent or caretaker relative of children under age 19, this review form may not be for you. Call your MassHealth Enrollment Center at the number listed below.

If you do not fill out and sign the review form and send it back by **02/13/2022**, your MassHealth or Health Connector benefits, or HSN may stop and you will not be able to use your MassHealth card, if applicable.

You may send the form to the address below or access the MassHealth e-Submission system at <https://mhesubmission.ehs.mass.gov/esb> to fill out and upload your review form using your e-Submission Reference number: **#####**

MassHealth Enrollment Center  
P.O. BOX 4405  
TAUNTON, MA 02780-0968

We will NOT send you a written notice about your MassHealth or Health Connector benefits, or HSN unless there are changes to your current benefits.

**IMPORTANT**

If you have not already done so, you must send us proof of U.S. citizenship/national status and identity for all individuals applying or having their eligibility reviewed for MassHealth who claim to be U.S. citizens/nationals. This is required by federal law. You must give us proof of identity for all family members who are getting or want to get benefits. You or someone in your household needs to send MassHealth these proofs with the review form.

We may be able to prove your identity through the Massachusetts Registry of Motor Vehicles records if you have a Massachusetts driver's license or a Massachusetts ID card. We will review this supplement and will notify you of our decision within 90 days.

**Please make sure you send back your filled-out review form even if you do not have all of your proofs, including U.S. citizenship/national status and identity.**

Once MassHealth gets your review form, you will be given more time to give us your proofs. If you need help getting proofs, like a Massachusetts birth record or information about how to get a birth record from another state, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled). Seniors and disabled persons who get or can get Medicare or Supplemental Security Income (SSI) or disabled persons who get Social Security Disability (SSDI) do not have to give proof of their U.S. citizenship/national status and identity.

A child born to a mother who was getting MassHealth on the date of the child's birth does not have to give proof of U.S. citizenship/national status and identity.

Every family member who is not a U.S. citizen/national and who is getting or wants to get MassHealth or Health Connector must give us a copy of both sides of all immigration cards (or other documents that show immigration status).

The information you give us will be kept confidential, as required by state and federal law.

continued...

**Circle the deadline** for their redetermination and the member's e-Submission number. More information on e-Submission can be found on page 23.

**Make a plan** with the member about how they will submit the form, via mail, fax, in person, or over the phone. See "Ways to Complete a MassHealth Redetermination" on page 16 for more details.

**Make sure they understand** that it is more important to send the form back on time than have every piece filled out. They should try to fill out every piece but returning it on time is more important.

Instructions that tell you how to fill out the review form are included at the end of this notice. Please read these instructions carefully before you fill out the review form. If you have any questions, need a copy of the form in Spanish, need help filling out the review form or getting the information you need, or you want a voter registration form (You do not need to register to vote to be eligible for benefits.), call the Masshealth Enrollment Center at the toll-free telephone number below.

Toll free number: 1-800-408-1253  
TTY phone number: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled)

MassHealth has a notice that explains how we may use and disclose medical information we have about our members. We call this our "Notice of Privacy Practices." You can get a copy of our "Notice of Privacy Practices" by writing to Privacy Office, 600 Washington Street, Boston, MA 02111. You can also see this notice by going to [www.mass.gov/eohhs/docs/masshealth/privacy/npp-brochure.pdf](http://www.mass.gov/eohhs/docs/masshealth/privacy/npp-brochure.pdf).

MR-CL (Rev.05/22)

**Instructions and Important Information for Filling Out the MassHealth Eligibility Review Form for Seniors and Certain People Needing Long-Term-Care Services**

1. Send the following information with the review form.
  - \* Current proof of your assets and income before deductions. (You do not have to send proof of social security or SSI income.)
  - \* Proof of U.S. citizenship/national status and identity for every family member if he or she is a U.S. citizen/national and has not given us this proof before. **See the enclosed insert for complete information about acceptable proofs.** (You do not have to send proof of U.S. citizenship/national status and identity if you are getting social security or SSI income.)
  - \* A copy of both sides of all immigration cards (or other documents that show immigration status) for every family member who is not a U.S. citizen/national and is getting or wants to get MassHealth or Health Connector.
  - \* Copies of your current health-insurance premium bills, except Medicare.
2. If you have not already done so, give us a social security number (SSN) or proof that you have applied for an SSN for you (and your spouse) if applying for or getting MassHealth or Commonwealth Care. However, you do not need to give us an SSN or proof that you have applied for an SSN to get MassHealth Limited or Health Safety Net.
3. If you want someone to act on your behalf as your eligibility representative, use the enclosed MassHealth Eligibility Representative Designation Form to tell us. MassHealth will send all eligibility notices to the person who is your "head of household," and to your eligibility representative, if you have one.
4. Be sure to sign and date the review form after you have filled it out.
5. Please read your "MassHealth and You" guide for more information about MassHealth eligibility and what is covered. If you need a guide, please call the MassHealth Enrollment Center at the telephone number listed in this notice.

continued...

6. Fill out the enclosed Personal-Care-Attendant (PCA) Supplement (**gold form**) if you answered **yes** to the last three PCA questions on page 1 of the MassHealth Eligibility Review form.
7. If you recently started getting long-term-care services at home or in a medical facility, we will send you a Long-Term-Care Supplement (**blue form**) to fill out and send back to us.
8. We will send you a letter if more information is needed. It is important to send back the filled-out review form right away even if you do not have all the needed information.

Walk members through the documents they will need to complete their renewals.

If a member has come in because they have already tried to complete their renewal and need help or have questions, help them contact one of the resources listed on pages 27 and 28.

# Ways to Complete a MassHealth Redetermination

## Members younger than 65\*



Go to [MAhealthconnector.org](https://MAhealthconnector.org) (or the individualized link provided in the notice in their renewal notice).



Complete the paper application and mail it to the Health Insurance Processing Center, PO Box 4405, Taunton, MA 02780, fax it to (857) 323-8300, or drop it off at a secure MassHealth drop box outside the enrollment centers in Charlestown, Quincy, Tewksbury, Taunton, or Springfield.



Call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711.



Get help from a Certified Application Counselor (more information on page 28).



Schedule a phone or virtual appointment with a MassHealth Enrollment Center (MEC) worker or visit an enrollment center in person.

\* Members in Home- and Community-Based Services Waivers and members residing in long-term care facilities should follow the information in the box below titled “Members 65 and older” even if they are younger than 65.

## Members older than 65



Complete the paper application and mail it to the MassHealth Enrollment Center, PO Box 290794, Charlestown, MA 02129, fax it to (617) 887-8799, or drop it off at a secure MassHealth drop box outside the enrollment centers in Charlestown, Quincy, Tewksbury, Taunton, or Springfield.



If your renewal has an e-Submission number, fill out your renewal online or upload it and submit it electronically (more information on page 23).



Call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711.



Get help from a Certified Application Counselor (more information on page 28).



Schedule a phone or virtual appointment with a MassHealth Enrollment Center (MEC) worker or visit an enrollment center in person (more information on page 27).

## Creating an MA Login Account with Members Younger than 65

Note: If a member receives their MassHealth eligibility through another program, such as SSI, they will not be able to create an MA Login.

### Steps for Creating an MA Login Account

#### Sign In

Please sign in if you have an account.

[Sign In](#)

1 Go to [www.mahix.org/individual/](http://www.mahix.org/individual/)

#### WARNING

This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized or improper use of this system may result in civil and criminal penalties. Your use of the system is subject to monitoring to detect potential fraudulent and abusive behavior. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

Don't have an account?

[Create an Account](#)

2 Choose **Create an Account**.

#### Sign In With Your MA Login

Username or email address

Password

[Sign In](#)

[Forgot MA Login](#) | [Forgot Password](#)

Additional options:

[Create MA Login](#)

[Manage your MA Login](#)

[What is MA Login?](#)

3 Choose **Create MA Login**.

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

## Create MA Login

MA Login securely manages your account so that you can use one MA Login and password to sign in to all integrated applications.

 Already have MA Login? [Sign in now](#)

### Profile Information

First name

Last name

Year of birth  
 ?

### Sign In Information

Your email address

Create MA Login  
 ?

Your MA Login must have:

6 to 50 characters

At least one letter

No spaces

No letters with accents

None of these Symbols: % " & [ \ ] ^ ' { } < > # , / ; ( ) : \* = ~

Create password  
 

## Security Questions and Answers

Security question 1

Security answer 1  
 

Security question 2

Security answer 2  
 

Security question 3

Security answer 3  
 

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the MA Login service. If you do not agree, click Cancel and do not use any aspect of the MA Login service.

4 Complete the fields with the member's information.

Note: If the member gets an error message (**"This email is already in use by another account. Please change the email address on your profile to continue."**), first ask the member if they previously created an account with that email address. A member should **NOT** create duplicate accounts. Instead, turn to page 20 and assist them with resetting their password and signing into their account.

If the member is certain that they have never created an MA Login account but they receive the error message, please have them create an account using a different email address.

5 Have the member select and answer three security questions and then click, **I Agree**

## Next Step: Verify Your Email Address

1. Check your email inbox (tes\*\*\*\*\*23@gmail.com) for a message from MA Login (noreply@login.mahix.org).
2. Click on the activation link in the email or [enter the 10-digit activation code](#).

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

- 6 The member will be prompted to Verify Your Email Address. The member will need to access the email address they entered when creating an MA Login.

Note: Members do not need to use the same email address that is on their renewal paperwork to create an account. They should use an email account that they are able to log in to. Members will receive a Confirm your MA Login email address email. In the email, they may click on Activate my MA Login or copy the 10-digit code and paste it into the box for the activation code on the Activate Your MA login page.

## Next Step: Verify Your Email Address

1. Check your email inbox (tes\*\*\*\*\*23@gmail.com) for a message from MA Login (noreply@login.mahix.org).
2. Click on the activation link in the email or [enter the 10-digit activation code](#).

10-digit activation code

Next

[Cancel](#)

- 7 Once completed, click **Next**.

## Email Address Verified



Your MA Login is ready to use. Click the Continue button below to finish.

Continue

- 8 Click **Continue** to finish setting up the account.

## Resetting a Forgotten MA Login Password

### Sign In With Your MA Login

Username or email address

Password

[Forgot MA Login](#) | [Forgot Password](#)

[Additional options:](#)  
[Create MA Login](#)  
[Manage your MA Login](#)  
[What is MA Login?](#)

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

1 At the sign in page, have the member select **Forgot Password**.

### Forgot MA Login

With a little information we can help you retrieve your MA Login.

Email address

[Cancel](#)

[Find my MA Login with other information](#)

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

2 Have the member enter their MA Login username or the email address associated with their account.

### Reset Password: Verify Your Identity

We want to be sure only you can make changes to your account. First, select an option to verify your identity below. If your input or email corresponds to an active account, then you will receive your verification by your selected option. After verifying, you can reset your password.

- Email:** Send a verification link to my account's primary email.
- Security questions:** Answer two security questions.

[Cancel](#)

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

3 Have the member choose if they want a verification email or to answer two security questions.

## Reset Password: Verification Link

 We have received your information! If your email (or account id) corresponds to an active MA Login account, we have sent you an email with a verification link to your primary email. Click the link in that message to verify your identity and reset your password.

Still waiting for your verification link? [Resend email](#)

Check your email for a message from MA Login (noreply@login.mahix.org). If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

Want to try something else? [Return to verify identity options](#)

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

4 If they choose the email option, a link will be sent to their email. They must log in to the email associated with their MA Login account and click on the link in the email. **The email will be from [noreply@login.mahix.org](mailto:noreply@login.mahix.org).**

## Reset Password: Security Questions

Answer the following security questions to verify your identity.

What is your favorite color?

What is your favorite sports team?

Want to try something else? [Return to verify identity options](#)

[Cancel](#)

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

5 If the member chooses the security questions option, they will be prompted to answer the two security questions that they provided the answers to when they created their account. They must type the answers exactly as they did when creating their account.

## Reset Password

You've successfully verified your identity, **testmember1!**. Go ahead and reset your password now.

New password

Your password must have:

Between 8 and 100 characters

At least 1 uppercase letter

At least 1 lowercase letter

At least 1 number

No spaces and no & symbol

Type password again

Next

[Cancel](#)

If you'd like assistance, contact 1(877)623-6765 or TTY 1(877)623-7773 for people who are deaf, hard of hearing, or speech disabled.

6

The member will then be able to create a new password for their account. Their new password must follow the listed criteria. They should re-type their new password in the second box to confirm it.

## Sign In With Your MA Login

Username or email address

Password

Sign In

[Forgot MA Login](#) | [Forgot Password](#)

Additional options:

[Create MA Login](#)

[Manage your MA Login](#)

[What is MA Login?](#) 

7

The member will then be able to sign in using the new password that they just created.

## E-Submission for Members 65 and Older

E-Submission is a new renewal option available to many members who are 65 and older. If a member has an e-Submission number on the second page of their renewal, they will be able to use this option. With e-Submission, a member can upload a scanned copy of their paper application or download a fillable form to complete and upload.

**E-submission is the fastest and easiest way to complete a renewal for these members. It also allows a member to check on the status of their renewal without having to call MassHealth.**

- 1 Members 65 and older can go to <https://mhesubmission.ehs.mass.gov/esb> to access the MassHealth e-Submission system. They will need the seven-digit e-Submission Reference Number listed on page 2 of their renewal notice.

**The Official Website of the Executive Office of Health and Human Services (EOHHS)**

Health and Human Services    Departments & Divisions    EOHHS A-Z Topic Index

An electronic way to submit documents that were requested by MassHealth

Complete the fields below to verify you may submit your document electronically or to access the fillable form that MassHealth requested.

**Enter the e-Submission Number**  
(Located on the notice you received from MassHealth)

#####

and

**Enter the Head of Household's Date of Birth**

##/##/####

and

**Enter the Head of Household's Medicaid ID**  
(If Head of Household does not have one, enter MassHealth ID for any household member) ⓘ

#####

**Verify**

If you need additional help or your information could not be verified, please contact MassHealth Customer Service at (800) 841-2900 (TDD/TTY: 711 for people who are deaf, hard of hearing, or speech disabled).

For Technical Support:		
Phone:	TTY for the deaf and hard of hearing:	Monday - Friday
(800) 421-0938	(617) 847-6578	8:30 am - 5:00 pm

- 2 The Head of Household will have the ability to access the renewal page and upload the form. The submitter will need to provide the e-Submission Reference Number from their MassHealth renewal notice, the date of birth of the Head of Household, and the MassHealth ID number for the Head of Household.

Note: If the Head of Household does not have a MassHealth ID number, the member can enter the MassHealth ID number for any other member of the same household.

Access Fillable Form

- [Renewal Application for Health Coverage for Seniors and People Needing Long-Term-Care Services \(PDF\)](#)
  - [Accessible Text Version Renewal Application for Health Coverage for Seniors and People Needing Long-Term-Care Services \(DOCX\)](#)
- [Solicitud de Renovación de Cobertura de Salud para Personas Mayores y Personas que Necesitan Servicios de Cuidado a Largo Plazo \(PDF\)](#)
  - [Versión de texto accesible Solicitud de Renovación de Cobertura de Salud para Personas Mayores y Personas que Necesitan Servicios de Cuidado a Largo Plazo \(DOCX\)](#)

**Note:** After filling out the form, save it so you can upload it below. If you are using the DOCX version of the form, please save the file as a PDF to move forward in the process. You may keep a copy as a DOCX for your records.

Select File to be Uploaded

Choose File | No file chosen

Go Back

Next

Adobe Acrobat Reader® - free reader for PDF files

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3

Once the information has been verified, the user will be given the option to download a fillable version of the Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (SACA) renewal in either English or Spanish on the next page. The forms are available in PDF and DOCX. The member will fill out this form electronically just as they would a paper renewal form. Once the form is filled out in its entirety, the member must save this file to their device as a PDF. That PDF can be uploaded by clicking "Choose File," selecting the correct PDF file and then clicking "Next."

**File To be Uploaded:** [saca-2-erv-0721-fill.pdf](#)

**SNAP** is a federal program that helps you buy food each month. If you are interested in applying for SNAP, we can send the form you attached to the Department of Transitional Assistant (DTA). You must read the DTA's rights and responsibilities and sign below. You do not have to apply for SNAP to be considered for MassHealth.

Do you authorize MassHealth to send your information to the Department of Transitional Assistant (DTA) for the purpose of applying for SNAP?

**IMPORTANT:** You must complete this section if you want the form to be used as an application for SNAP. If you indicate interest on the form but do not include the same answer in this section, the DTA will not received your information.

Are you an existing authorized representative (ARD) on the account who is signing on behalf of the member?

By signing this box, I hereby certify under the pains and penalties of perjury that submissions and statements I have made in this Application (fillable form) are true and complete to the best of my knowledge and I agree to accept and comply with the Rights and Responsibilities contained herein.

**Electronic Signature\***

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4 When the member selects next and moves onto the next page, they will be asked to give authorization to MassHealth to send their SACA renewal to DTA if they are also applying for SNAP (Supplemental Nutrition Assistance Program).

Note: This question must be answered “yes” for the form to be submitted to DTA. If they indicated interest on the form but do not select yes, DTA will not receive the form.

5 If an Authorized Representative is submitting this on the member’s behalf, they must electronically sign their name just as it appears on the notice. Once signed, they must then select Upload Form to officially submit their form to MassHealth for processing.

6 The next page will reference their e-Submission number, status of their upload, date submitted, and document processing status. Initially, the status will always be listed as unprocessed, but the user can access the site again at a later date and check the status of their document.

Note: The “i” icon next to Document Status provides helpful text.

## Call Center Details



If a member has questions about their MassHealth renewal, they can call MassHealth at

**(800) 841-2900, TDD/TTY: 711**

**Hours: Monday-Friday 8 a.m. – 5 p.m.**

- Assistance is available in English, Spanish, Portuguese, Mandarin, Vietnamese, Arabic, and Haitian Creole, and members may request translators for any other language.

# MassHealth Enrollment Centers (MECs)

At a MassHealth Enrollment Center, members can get help with their application from MassHealth-employed eligibility staff in person, virtually, or over the phone.

It is highly recommended that members schedule a virtual or phone appointment ahead of time at a MEC as there is limited walk-in availability. You can assist them in scheduling an appointment using this link:

[www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative) or by calling MassHealth Customer Service.

**There are six MECs across the state.**

## **Charlestown**

59 Main Street  
Charlestown, MA 02129  
Accessible via the Orange Line and local MBTA bus lines

## **Chelsea**

80 Everett Avenue  
Chelsea, MA 02170  
Please note: This office has limited parking space. It is accessible from MBTA bus lines 112 and 114.

## **Springfield**

88 Industry Avenue, Suite D  
Springfield, MA 01104

## **Taunton**

21 Spring Street, Suite 4  
Taunton, MA 02780

## **Tewksbury**

367 East Street  
Tewksbury, MA 01876

## **Quincy – MassHealth Central Office**

100 Hancock Street, 1<sup>st</sup> Floor  
Quincy, MA 02171  
Accessible via the Red Line and local MBTA buses

## **[Coming soon] Worcester and a new Chelsea site**

*Check the following website for details this summer*

[www.mass.gov/service-details/masshealth-enrollment-centers-mecs](http://www.mass.gov/service-details/masshealth-enrollment-centers-mecs)

# Certified Application Counselors (CACs)



Certified Application Counselors (CACs) are not employed by MassHealth but are trained by MassHealth and the Massachusetts Health Connector to help people apply for health insurance benefits, enroll in health plans, and maintain insurance coverage.

Both people who need help maintaining their MassHealth coverage and people who are no longer eligible for MassHealth can get assistance from CACs. Assistance from a CAC is free but may require an appointment.

Organizations with CACs are listed below. Members can also go to <https://my.mahealthconnector.org/enrollment-assisters> to find their nearest CAC.

## Organizations with CACs in Boston/Greater Boston

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### **Cambridge Health Alliance – Somerville Hospital**

230 Highland Ave, Somerville, MA  
(617) 591-4500

[www.challiance.org/locations/somerville/cha-somerville-campus](http://www.challiance.org/locations/somerville/cha-somerville-campus)

### **Boston HealthNet Health Centers**

Boston Medical Center, 1 Boston Medical Center Place, Boston, MA  
(617) 638-8000

[www.bmc.org/boston-healthnet-community-health-centers](http://www.bmc.org/boston-healthnet-community-health-centers)

### **Cambridge Health Alliance – Cambridge Hospital**

1493 Cambridge St, Cambridge, MA  
(617) 665-1000

[www.challiance.org/locations/cambridge/cha-cambridge-hospital](http://www.challiance.org/locations/cambridge/cha-cambridge-hospital)

### **Health Care for All**

1 Federal St, Boston, MA  
(800) 272-4232

[www.hcfama.org](http://www.hcfama.org)

### **Community Care Alliance**

330 Brookline Ave, Boston, MA  
(617) 667-7000

[www.bidmc.harvard.edu](http://www.bidmc.harvard.edu)

### **Regency Family Health**

50 Redfield St, Dorchester, MA  
(617) 929-1600

[www.regencyhealth.net](http://www.regencyhealth.net)

### **Boston Medical Center d/b/a Greater Roslindale Medical & Dental Center**

4199 Washington St, Roslindale, MA  
(617) 323-4440

[www.bmc.org](http://www.bmc.org)

### **South Cove Community Health Center – North Quincy Clinic**

435 Hancock St, Quincy, MA  
(617) 318-3200

[www.scchc.org](http://www.scchc.org)

### **South Cove Community Health Center – North Quincy Clinic**

88 Holmes St, Quincy, MA  
(617) 318-3200

[www.scchc.org](http://www.scchc.org)

### **Harbor Health Services Inc.**

198 Neponset Ave, Dorchester, MA  
(617) 533-2300

[www.hhsi.us](http://www.hhsi.us)

**Faulkner Hospital/BWH**

1153 Center St #94, Jamaica Plain, MA  
(617) 983-7000

[www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org)

**Beth Israel Deaconess Hospital- Milton**

199 Reedsdale Rd, Milton, MA  
(617) 313-1388

[www.miltonhospital.org](http://www.miltonhospital.org)

**New Health Charlestown**

15 Tufts St, Charlestown, MA  
(857) 238-1100

[www.northendwaterfrontthehealth.com](http://www.northendwaterfrontthehealth.com)

**Carney Hospital**

2100 Dorchester Ave, Dorchester, MA  
(617) 296-4000

[www.carneyhospital.org](http://www.carneyhospital.org)

**MGH Charlestown Healthcare Center**

73 High St, Charlestown, MA  
(617) 726-2000

[www.partners.org](http://www.partners.org)

**Mount Auburn Hospital**

330 Mount Auburn St, Cambridge, MA  
(617) 492-3500

[www.mah.harvard.edu](http://www.mah.harvard.edu)

**Boston Children's Hospital**

300 Longwood Ave, Boston, MA  
(617) 355-6000

[www.childrenshospital.org](http://www.childrenshospital.org)

**Cambridge Health Alliance**

101 Station Landing, Medford, MA  
(617) 665-1000

[www.challiance.org](http://www.challiance.org)

**Fenway Health**

1340 Boylston St, Boston, MA  
(617) 267-0900

[www.fenwayhealth.org](http://www.fenwayhealth.org)

**Hebrew Rehabilitation Center**

1200 Center St, Roslindale, MA  
(617) 363-8372

[www.hebrewseniorlife.org](http://www.hebrewseniorlife.org)

**MGH Revere Healthcare Center**

300 Ocean Ave, Revere, MA  
(781) 485-6000

[www.partners.org](http://www.partners.org)

**Whittier Street Health Center**

1290 Tremont St, Roxbury, MA  
(617) 427-1000

[www.wshc.org](http://www.wshc.org)

**Dana Farber Cancer Institute**

450 Brookline Ave, Boston, MA  
(866) 408-3324

[www.dana-farber.org](http://www.dana-farber.org)

**Massachusetts General Hospital**

55 Fruit St, Boston, MA  
(617) 726-2000

[www.massgeneral.org](http://www.massgeneral.org)

**Harbor Health Services Inc.**

250 Mount Vernon St, Dorchester, MA  
(617) 533-2300

[www.hhsi.us](http://www.hhsi.us)

**Boston Health Care for the Homeless**

780 Albany St, Boston, MA  
(857) 654-1000

[www.bhchp.org](http://www.bhchp.org)

**DotHouse Health**

1353 Dorchester Ave, Dorchester, MA  
(617) 288-3230

[www.dorchesterhouse.org](http://www.dorchesterhouse.org)

**East Boston Neighborhood Health Center**

10 Grove St, East Boston, MA  
(617) 569-5800

[www.ebnhc.org](http://www.ebnhc.org)

**Commonwealth Hematology Oncology PC**

10 Willard St, Quincy, MA

(617) 770-9151

[chomed.navigatingcare.com](http://chomed.navigatingcare.com)

**Franciscan Hospital for Children**

30 Warren St, Brighton, MA

(617) 254-3800

[franciscanchildrens.org](http://franciscanchildrens.org)

**South End Community Health Center**

1601 Washington St, Boston, MA

(617) 425-2000

[www.sechc.org](http://www.sechc.org)

**Upham's Corner Health Center**

415 Columbia Rd, Dorchester, MA

(617) 287-8000

[www.uphamscornerhealthcenter.org](http://www.uphamscornerhealthcenter.org)

**Codman Square Health Center**

637 Washington St, Dorchester, MA

(617) 825-9660

[www.codman.org](http://www.codman.org)

**Healthcare Financial**

2 Heritage Drive, 7th Floor, Quincy, MA

(617) 482-2200

[www.hfihealthcare.com](http://www.hfihealthcare.com)

**Southwest Boston Senior Services d/b/a Ethos**

555 Armory St, Jamaica Plain, MA

(617) 477-6638

**Mattapan Community Health Center**

1575 Blue Hill Ave, Mattapan, MA

(617) 296-0061

[www.matchc.org](http://www.matchc.org)

**Steward Healthcare**

500 Boylston St, Boston, MA

(617) 419-4700

[www.steward.org](http://www.steward.org)

**Harbor Health Services Inc.**

1135 Morton St, Mattapan, MA

(617) 533-2300

[www.hhsi.us](http://www.hhsi.us)

**Harvard Street Neighborhood Health**

632 Blue Hill Ave, Dorchester, MA

(617) 825-3400

**MGH Chelsea Healthcare Center**

151 Everett Ave, Chelsea, MA

(617) 884-8300

[www.partners.org](http://www.partners.org)

**Charles River Community Health**

495 Western Ave, Brighton, MA

(617) 783-0500

[www.charlesriverhealth.org](http://www.charlesriverhealth.org)

**Beth Israel Deaconess Medical Center**

330 Brookline Ave, Boston, MA

(617) 667-7000

[www.bidmc.harvard.edu](http://www.bidmc.harvard.edu)

**African Community Health Initiatives**

298 Washington St, Suite 415, Boston, MA

(857) 753-4886

[www.africancommunityhealthinitiatives.org](http://www.africancommunityhealthinitiatives.org)

## Organizations with CACs in Southern Massachusetts

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### **Cape Cod Hospital**

27 Park St, Hyannis, MA  
(508) 771-1800  
[www.capecodhealth.com](http://www.capecodhealth.com)

### **Optimum Labs Inc.**

413 County St, New Bedford, MA  
(508) 993-3710  
[www.optimumlabsinc.com/index.html](http://www.optimumlabsinc.com/index.html)

### **Martha's Vineyard Hospital**

1 Hospital Rd, Oak Bluffs, MA  
(508) 957-0157  
[www.mvhospital.com](http://www.mvhospital.com)

### **Morton Hospital**

88 Washington St, Taunton, MA  
(508) 828-7000  
[www.mortonhospital.org](http://www.mortonhospital.org)

### **Kindred Hospital Northeast Stoughton**

909 Summer St, Stoughton, MA  
(781) 297-8409  
[www.khstoughton.com](http://www.khstoughton.com)

### **Duffy Health Center**

94 Main St, Hyannis, MA  
(508) 771-9599  
[www.duffyhealthcenter.org](http://www.duffyhealthcenter.org)

### **City of Attleboro / Council on Aging**

25 S Main St, Attleboro, MA  
(508) 223-2222  
[www.cityofattleboro.us/coa](http://www.cityofattleboro.us/coa)

### **Charlton Memorial Hospital**

363 Highland Ave, Fall River, MA  
(508) 679-3131  
[www.southcoast.org/charlton/](http://www.southcoast.org/charlton/)

### **Outer Cape Health Services, Inc.**

3130 Route 6, Wellfleet, MA  
(508) 349-3131  
[www.outercape.org](http://www.outercape.org)

### **Greater New Bedford Community Health Center**

874 Purchase St, New Bedford, MA  
(508) 992-6553  
[www.gnbchc.org](http://www.gnbchc.org)

### **New Bedford Rehabilitation Hospital/Vibra Western Mass**

4499 Acushnet Ave, New Bedford, MA  
(508) 207-4323

### **Southcoast Hospitals Group Street Luke's Hospital**

101 Page St, New Bedford, MA  
(508) 997-1515  
[www.southcoast.org](http://www.southcoast.org)

### **Nantucket Cottage Hospital**

57 Prospect St, Nantucket, MA  
(508) 825-8256  
[www.nantuckethospital.org](http://www.nantuckethospital.org)

### **Saint Anne's Hospital**

795 Middle St, Fall River, MA  
(508) 674-5600  
[www.saintanneshospital.org](http://www.saintanneshospital.org)

### **Brockton Neighborhood Health Center**

63 Main St, Brockton, MA  
(508) 559-6699  
[www.bnhc.org](http://www.bnhc.org)

### **Falmouth Hospital**

100 Ter Huen Dr, Falmouth, MA  
(508) 495-7156  
[www.capecodhealth.org](http://www.capecodhealth.org)

**Child and Family Services**

543 North St, New Bedford, MA  
(508) 984-5566 ext. 317  
[www.child-familyservices.org](http://www.child-familyservices.org)

**Sturdy Memorial Hospital**

211 Park St, Attleboro, MA  
(508) 222-5200  
[www.sturdymemorial.org](http://www.sturdymemorial.org)

**Cape Cod Healthcare**

25 Communication Way, Hyannis, MA  
[www.capecodhealth.org](http://www.capecodhealth.org)

**Signature Healthcare Brockton Hospital**

680 Centre St, Brockton, MA  
(508) 941-7000  
[www.signature-healthcare.org](http://www.signature-healthcare.org)

**Organizations with CACs in Central Massachusetts**

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**Clinton Hospital**

201 Highland St, Clinton, MA  
(978) 368-3000  
[www.umassmemorialhealthcare.org/healthalliance-clinton-hospital](http://www.umassmemorialhealthcare.org/healthalliance-clinton-hospital)

**Community Health Connections – Leominster**

Community Health Center  
14 Manning Ave, Leominster, MA  
(978) 878-8145  
[www.chcfhc.org/leominster](http://www.chcfhc.org/leominster)

**UMass Memorial Health Harrington – Webster**

340 Thompson St, Webster, MA  
(508) 949-8736  
[www.harringtonhospital.com](http://www.harringtonhospital.com)

**UMass Memorial Medical Center – Memorial Campus**

199 Belmont St, Worcester, MA  
(508) 334-1000  
[www.umassmemorialhealthcare.org](http://www.umassmemorialhealthcare.org)

**Thoughtful Life Coach**

154 East Central St, Suite 204a, Natick, MA  
(508) 282-5544  
[www.thoughtfullifecoach.com](http://www.thoughtfullifecoach.com)

**Community Health Connections – Fitchburg**

Community Health Center  
326 Nichols Rd, Fitchburg, MA  
[www.chcfhc.org/fitchburg-community-health-center](http://www.chcfhc.org/fitchburg-community-health-center)

**Marlborough Hospital**

157 Union St, Marlborough, MA  
(508) 481-5000  
[www.umassmemorial.org](http://www.umassmemorial.org)

**Community Healthlink**

162 Chandler St, Worcester, MA  
(774) 312-2727  
[www.communityhealthlink.org](http://www.communityhealthlink.org)

**UMass Memorial Medical Center**

55 Lake Ave, North Worcester, MA  
(508) 334-1000  
[www.umassmemorial.org](http://www.umassmemorial.org)

**Community Action**

167 South Main St, Orange, MA  
(413) 475-1570  
[www.communityaction.us](http://www.communityaction.us)

**Heywood Memorial Hospital**

242 Green St, Gardner, MA  
(978) 632-3420  
[www.heywood.org](http://www.heywood.org)

**Athol Memorial Hospital**

2033 Main St, Athol, MA  
(978) 249-3511  
[www.atholhospital.org](http://www.atholhospital.org)

**Nashoba Valley Medical Center**

200 Groton Rd, Ayer, MA  
(978) 784-9000  
[www.nashobamed.org](http://www.nashobamed.org)

**Charles River Community Health**

564 Main St, Waltham, MA  
(781) 693-3800

[www.charlesriverhealth.org](http://www.charlesriverhealth.org)

**MetroWest Medical Center**

115 Lincoln St, Framingham, MA  
(508) 383-1000

[www.mwmc.com](http://www.mwmc.com)

**UMass Memorial Health Harrington****– Southbridge**

100 South St, Southbridge, MA  
(508) 765-3180

[www.harringtonhospital.org](http://www.harringtonhospital.org)

**Beth Israel Deaconess Hospital – Needham**

148 Chestnut St, Needham, MA  
(781) 453-3070

[www.bidneedham.org](http://www.bidneedham.org)

**HealthAlliance Hospitals**

60 Hospital Rd, Leominster, MA  
(978) 466-2329 Option 2 or 3

[www.umassmemorial.org/healthalliance](http://www.umassmemorial.org/healthalliance)

**Community Health Connections – Greater****Gardner Community Health Center**

175 Connors St, Gardner, MA  
(978) 410-6172

[www.chcfhc.org/  
gardner-community-health-center](http://www.chcfhc.org/gardner-community-health-center)

**Organizations with CACs in Northern Massachusetts**

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**North Shore Medical Partners (Partners HC)**

81 Highland Ave, Salem, MA  
(978) 741-1200

[www.partners.org](http://www.partners.org)

**Gloucester Family Health Center**

302 Washington St, Gloucester, MA  
(978) 282-8899

[www.nschi.org](http://www.nschi.org)

**Emerson Hospital**

133 Old Road to Nine Acre Corner, Concord, MA  
(978) 287-3432

[www.emersonhospital.org](http://www.emersonhospital.org)

**Beverly Hospital**

85 Herrick St, Beverly, MA  
(978) 922-3000

[www.beverlyhospital.org](http://www.beverlyhospital.org)

**Greater Lawrence Family Health Center**

34 Haverhill St, Lawrence, MA  
(978) 686-0090

[www.glfhc.org](http://www.glfhc.org)

**Peabody Family Health Center**

89 Foster St, Peabody, MA  
(978) 532-4903

[www.nschi.org](http://www.nschi.org)

**Anna Jaques Hospital**

23 Highland Ave, Newburyport, MA  
(978) 463-1000

[www.ajh.org](http://www.ajh.org)

**Cambodian Mutual Assistance Association**

465 School St, Lowell, MA  
(978) 454-6200

**North Shore Community Health Inc.**

47 Congress St, Salem, MA  
(978) 744-8388

[www.nschi.org](http://www.nschi.org)

**Holy Family Hospital**

70 East St, Methuen, MA  
(978) 687-0151 ext. 2789

[www.holyfamily-hospital.org](http://www.holyfamily-hospital.org)

**The Sharewood Project**

184 Pleasant St, Malden, MA  
(781) 324-8991

[www.medicine.tufts.edu/  
local-global-engagement/sharewood-project](http://www.medicine.tufts.edu/local-global-engagement/sharewood-project)

**Lowell General Hospital**

295 Varnum Ave, Lowell, MA  
(978) 937-6000

[www.lowellgeneral.org](http://www.lowellgeneral.org)

**Action Inc.**

180 Main St, Gloucester, MA  
(978) 282-1000

[www.actioninc.org](http://www.actioninc.org)

**Lawrence General Hospital**

1 General St, Lawrence, MA  
(978) 683-4000

[www.lawrencegeneral.org](http://www.lawrencegeneral.org)

**SeniorCare Inc.**

49 Blackburn Center, Gloucester, MA  
(978) 281-1750

[www.seniorcareinc.org](http://www.seniorcareinc.org)

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**Organizations with CACs in Western Massachusetts**

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**Cooley Dickinson Hospital**

30 Locust St, Northampton, MA  
(413) 583-2848

[www.cooley-dickinson.org](http://www.cooley-dickinson.org)

**Gateway Community Center**

9 Russell Road, Huntington, MA  
(413) 667-2203

**Mercy Medical Center**

271 Carew St, Springfield, MA  
(413) 748-9000

[www.mercycares.com](http://www.mercycares.com)

**Hilltown CDC**

387 Main Rd, Chesterfield, MA  
(413) 296-0200

[www.hilltowncdc.org](http://www.hilltowncdc.org)

**Baystate Wing Hospital**

40 Wright St, Palmer, MA  
(413) 283-7651

[www.baystatewinghospital.org](http://www.baystatewinghospital.org)

**Berkshire Medical Center**

510 North St, Suite 8, Pittsfield, MA  
(413) 445-9480

[www.berkshirehealthsystems.org/advocacy](http://www.berkshirehealthsystems.org/advocacy)

**Holyoke Medical Center Inc.**

575 Beech St, Holyoke, MA  
(413) 535-4723 or  
(413) 534-2603

[www.holyokehealth.com](http://www.holyokehealth.com)

**Community Action of Franklin, Hampshire  
& North Quabbin Regions**

393 Main St, Greenfield, MA  
(413) 476-1570

[www.communityaction.us](http://www.communityaction.us)

**Baystate Medical Center – Franklin**

164 High St, Greenfield, MA  
(413) 773-0211

[www.baystatehealth.org/locations/  
franklin-medical-center](http://www.baystatehealth.org/locations/franklin-medical-center)

**Soldier On**

421 North Main St, Building 6, Leeds, MA  
(413) 687-3639

[www.wesoldieron.org](http://www.wesoldieron.org)

## Renewals for Members 65 and Older

Renewals for older adults may look different than renewals for members younger than 65. There are a couple key points to note when helping members 65 and older understand how to complete their renewal.



Some older adults have a family member or someone else in their life who helps them manage their MassHealth coverage. For MassHealth to share member information with another person, the member will need to complete either the **Permission to Share Information (PSI)** form or the **Authorized Representative Designation (ARD)** form.

- **Permission to Share Information (PSI)** form – This form allows MassHealth to share information about a member’s eligibility with the person listed on the form (the “designee”).
- **Authorized Representative Designation (ARD)** form – This form allows MassHealth to share information with the person listed on the form (the “designee”) and also for that person to make decisions for the member.
- Unless specified on the form, a PSI expires after 12 months. ARDs do not expire unless the member revokes the ARD or the member is deceased. If someone who assists a member needs to renew or update their PSI or ARD, the forms can be found on mass.gov.
  - PSI: [www.mass.gov/doc/masshealth-permission-to-share-information-psi-form-english-0/download](http://www.mass.gov/doc/masshealth-permission-to-share-information-psi-form-english-0/download)
  - ARD: [www.mass.gov/doc/authorized-representative-designation-form-english-0/download](http://www.mass.gov/doc/authorized-representative-designation-form-english-0/download)



The easiest way for members 65 and older to update their contact information is to call **MassHealth at (800) 841-2900, TDD/TTY: 711.**

- If the member would like someone to call and update their information for them, they must have completed a PSI or ARD.
  - If the member has completed a PSI, they must also be on the phone to give verbal permission for someone else to update their contact information.



Members who are older than 65 and living in the community (not in a nursing home) who receive a blue envelope because they must complete a renewal will need to complete the Application for Health Care Coverage for Seniors and People Needing Long-Term Care Services (SACA), which will be included in their blue envelope.

- If the member has lost their SACA, a copy can be found at <https://www.mass.gov/how-to/apply-for-masshealth-coverage-for-seniors-and-people-of-any-age-who-need-long-term-care-services>
- Members can also call MassHealth Customer Service to request a new SACA.



MassHealth has accommodations for older adults and people with disabilities. These accommodations include.

- A Disability Ombudsman that can provide personal assistance by explaining MassHealth processes and requirements and helping applicants or members filling out forms over the telephone. The Ombudsman can also arrange meetings with MassHealth staff, sign language interpretation, or CART services. The Ombudsman can be reached at [ADAaccommodations@state.ma.us](mailto:ADAaccommodations@state.ma.us); Voice: (617) 847-3468, TTY: 617-847-3788
- A TDD/TTY phone number for members who are deaf or hard of hearing
- The option to request large print or braille renewal forms by calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711
- On demand Video Remote Interpreting (VRI) and Assistive Listening Devices (ALDs) at all MassHealth Enrollment Centers (MECs)



MassHealth is aware that members may have accumulated assets during the pandemic (March 2020-March 2023) through methods such as stimulus checks. Those assets will not affect a member's eligibility.



**If a member has turned 65 since February 2020 and has not completed a renewal since turning 65, their renewal will be different than in previous years.**

- Once a member turns 65, they begin using the Application for Health Care Coverage for Seniors and People Needing Long-Term Care Services (SACA).
  - This is the form that will be in their blue envelope.
- Once a member turns 65, MassHealth will consider their assets when determining eligibility, in addition to income.
  - This may mean that a member's eligibility for MassHealth changes even if their circumstances have not changed.
  - Members who have recently turned 65 should consider enrolling in Medicare via the Social Security Administration if they have not done so yet.

## Resources for Older Adults

There are several local resources that may be available to support older adults during the renewal process. These include a member's SCO, One Care, or PACE plan, the regional Aging Services Access Points (ASAPs), Councils on Aging (COAs), and other community-based organizations that serve older adults.

### Aging Services Access Points (ASAPs)

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There are regional Aging Services Access Points (ASAPs) across the state. These organizations offer a variety of support for older adults and should be able to support older adults with their MassHealth renewals and applications.

While all CACs in the state are trained to help anyone with accessing health insurance, ASAP staff may be particularly knowledgeable about renewals for the 65 and older population.

To find the ASAP that serves a specific city or town, visit [mass.gov/agingservicescontacts](http://mass.gov/agingservicescontacts) or call MassOptions at (800) 243-4636 (Monday through Friday, 9 a.m. to 5 p.m.)

### The ASAPs across the state are listed below

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**AgeSpan**

280 Merrimack St, Suite 400, Lawrence, MA  
(978) 946-1374  
[www.agespan.org](http://www.agespan.org)

**Coastline Elder Services, Inc.**

863 Belleville Ave, New Bedford, MA  
(508) 999-6400  
[www.coastlineelderly.org](http://www.coastlineelderly.org)

**Aging Services of North Central Massachusetts**

680 Mechanic St, Suite 120, Leominster, MA  
(978) 537-7411  
[www.agingservicesma.org](http://www.agingservicesma.org)

**Elder Services of Berkshire County**

877 South St, Suite E, Pittsfield, MA  
(413) 499-0524  
[www.esbci.org](http://www.esbci.org)

**Boston Senior Home Care**

89 South St, Lincoln Plaza Suite 501, Boston, MA  
(617) 292-6211  
[www.bshcinfo.org](http://www.bshcinfo.org)

**Elder Services of Cape Cod and the Islands, Inc.**

68 Route 134, South Dennis, MA  
(508) 394-4630  
[www.escci.org](http://www.escci.org)

**Bristol Elder Services, Inc.**

1 Father DeValles Blvd, Unit 8, Bristol, MA  
(508) 675-2101  
[www.bristolelder.org](http://www.bristolelder.org)

**Elder Services of Worcester Area, Inc.**

67 Millbrook St, Suite 100  
(508) 756-1545  
[www.eswa.org](http://www.eswa.org)

**Central Boston Elder Services**

2315 Washington St, Boston, MA  
(617) 277-7416  
[www.centralboston.org](http://www.centralboston.org)

**Greater Lynn Senior Services, Inc.**

8 Silsbee St, Lynn, MA  
(781) 599-0110  
[www.glss.net](http://www.glss.net)

**ETHOS**

555 Amory St, Jamaica Plain, MA  
(617) 522-6700  
[www.ethocare.org](http://www.ethocare.org)

**Greater Springfield Senior Services, Inc.**

66 Industry Ave, Springfield, MA  
(413) 781-8800  
[www.gsssi.org](http://www.gsssi.org)

**HESSCO Elder Services**

1 Merchant St, Sharon, MA  
(781) 784-4944  
[www.hessco.org](http://www.hessco.org)

**Highland Valley Elder Services, Inc.**

320 Riverside Dr, Suite B, Florence, MA  
(413) 586-2000  
[www.highlandvalley.org](http://www.highlandvalley.org)

**Lifepath, Inc.**

101 Munson St, Suite 201, Greenfield, MA  
(413) 773-5555  
<http://LifePathMA.org>

**Minuteman Senior Services**

26 Crosby Dr, Bedford, MA  
(781) 272-7177  
[www.minutemansenior.org](http://www.minutemansenior.org)

**Mystic Valley Elder Services, Inc.**

300 Commercial St, Suite #19, Malden, MA  
(781) 324-7705  
[www.mves.org](http://www.mves.org)

**Old Colony Elders Services, Inc.**

144 Main St, Brockton, MA  
(508) 584-1561  
[www.ocesma.org](http://www.ocesma.org)

**SeniorCare, Inc.**

49 Blackburn Center, Gloucester, MA  
(978) 281-1750  
<https://seniorcareinc.org>

**Somerville/Cambridge Elder Services, Inc.**

61 Medford St, Somerville, MA  
(617) 628-2601  
<https://eldercare.org>

**South Shore Elder Services, Inc.**

1515 Washington St, Braintree, MA  
(781) 848-3910  
[www.sselder.org](http://www.sselder.org)

**Springwell, Inc.**

307 Waverly Oaks, Rd, Suite 205, Waltham, MA  
(617) 926-4100  
[www.springwell.com](http://www.springwell.com)

**Tri-Valley, Inc.**

10 Mill St, Dudley, MA  
(508) 949-6640  
[www.trivalleyinc.org](http://www.trivalleyinc.org)

**WestMass Elder Care, Inc.**

4 Valley Mill Rd, Holyoke, MA  
(413) 538-9020  
[www.wmelder-care.org](http://www.wmelder-care.org)

## SHINE

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SHINE (Serving the Health Insurance Needs of Everyone) provides no cost health insurance information, counseling, and assistance to people with Medicare and their caregivers. SHINE counselors are a good resource for members who need information about their Medicare benefits or help filling gaps in their coverage (regardless of whether or not they are still eligible for MassHealth). Older adults should apply to Medicare via the Social Security Administration at [www.ssa.gov](http://www.ssa.gov).

You can help a member get in touch with a SHINE counselor in their region by calling (800) 243-4636 or reaching out to one of the agencies listed below.

### **Berkshire County**

Elder Services of Berkshire County  
877 South St, Suite E, Pittsfield, MA  
(413) 499-0524

### **City of Boston**

Ethos  
555 Amory St, Jamaica Plain, MA  
(617) 522-6700

### **North Shore, Chelsea, Revere, Winthrop Areas**

Mystic Valley Elder Services  
300 Commercial St, #19, Malden, MA  
(781) 388-4877

### **Norfolk County, South Shore Area**

Health and Social Services Consortium, Inc.  
1 Merchant St, Sharon, MA  
(781) 784-4944

### **Franklin & Hampshire Counties**

LifePath, Inc.  
101 Munson St, Suite 201, Greenfield, MA  
(413) 773-5555

### **MetroWest Towns**

Needham COA  
300 Hillside Ave, Needham, MA  
(781) 453-8076

### **Burlington, Cambridge, Somerville Areas**

Minuteman Senior Services  
26 Crosby St, Bedford, MA  
(888)-222-6171

### **Plymouth County, New Bedford, Middleboro**

Middleboro COA  
Rev. Larson Senior Center  
25 South Main St, Attleboro, MA  
(508) 222-1399

### **Hampden County, Greater Springfield**

Springfield Department of Elder Affairs  
476 Roosevelt Ave, Springfield, MA  
(413) 7502694

### **Barnstable County, Cape Cod and the Islands**

Barnstable County Department of Human Services  
3195 Main St, Barnstable, MA  
(508) 375-6762

### **Merrimack Valley, Lawrence, Lowell, Gloucester**

**Areas:** Elder Services of Merrimack Valley  
280 Merrimack St, Suite 400, Lawrence, MA  
(978) 946-1374

### **Statewide**

For Chinese speaking older adults, people with disabilities, professionals and caregivers  
Greater Boston Chinese Golden Age Center  
75 Kneeland St, Suite 204, Boston, MA  
(617) 357-0226 ext. 209

### **Worcester County**

Milford Senior Center  
60 North Bow St, Milford, MA  
(508) 422-9932

## SCO and PACE Health Plans

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If a member is involved with a Senior Care Options (SCO) or Program of All-inclusive Care for the Elderly (PACE) health plan, their case manager will be able to help them complete their renewal.

- More information about SCO can be found at [www.mass.gov/senior-care-options-sco](http://www.mass.gov/senior-care-options-sco).
- More information about PACE can be found at [www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace](http://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace).

## Local Councils on Aging

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Municipalities have Councils on Aging or Senior Centers that specialize in supporting older community members. Councils on Aging may be able to support with renewal applications or refer older people to organizations that can support them. A member's local Council on Aging can be found at <https://mcoaonline.com/what-is-a-coa/coa-directory/> or [mass.gov/agingservicescontacts](http://mass.gov/agingservicescontacts).

## Renewals for Members in Long-Term Care Facilities



Below are specific reminders for MassHealth members who live in long-term care facilities.

**If members would like to share their information with their long-term care facility, make sure members have an up-to-date Permission to Share Information (PSI) form on file with MassHealth.** *Unless specified on the PSI form, the form expires 12 months after MassHealth receives them, so new ones may need to be completed before a member's renewal.*

- Naming the member's facility on a PSI form will allow MassHealth to share information about eligibility with facility staff. It will allow the facility to be notified when it is time for the member's MassHealth renewal.
- Having a PSI form also allows facility staff named on the form to help the member complete their renewal.
- If a member completed a PSI form, they can call MassHealth with facility staff on the phone and give verbal consent for them to make changes for the member.



**Make sure the mailing address the member has on file with MassHealth is where they would like to receive their renewal in the mail.**

- If the member lives in a facility, they should make the facility their mailing address.
- If another address is on file as the member's mailing address, their renewal will be sent to that address. For members younger than 22 in pediatric nursing facilities, this may mean the renewal will be sent to their parent/guardian if that is the mailing address on file with MassHealth.
- If an up-to-date Permission to Share Information (PSI) form or Authorized Representative Designation form (ARD) is on file with MassHealth, a notice saying that the member is up for renewal will be sent to the address listed on the form. If the member would like their facility to be notified of their renewal, make sure the member has an up-to-date PSI form on file with MassHealth.



**If a member is living in a long-term care facility and needs to complete a MassHealth renewal, they will receive the MassHealth LTC Eligibility Review Form.**

- The member must complete the MassHealth LTC Eligibility Review Form and submit it to MassHealth within **30 days**.
- If a member needs another copy of the form, they can find one at [www.mass.gov/doc/masshealth-long-term-care-eligibility-review-0/download](http://www.mass.gov/doc/masshealth-long-term-care-eligibility-review-0/download).



**The member's renewal will arrive in a blue envelope. Members should ask their long-term care facility for help, if needed.**

# Cases to Watch Out for — Complex Eligibility Scenarios

Some MassHealth members will have more complex eligibility situations, either because their eligibility has changed, or they qualify for a new type of insurance.

**If you are aware of members who fall into the categories listed below, please encourage them to use the resources listed on pages 27-28 to complete their renewal.**

- **Members who turned/will turn 65 between February 2020 and April 2023**
  - Members will need to use a different application (the SACA application).
  - MassHealth will consider assets in addition to income when determining eligibility.
  - Members are likely eligible for Medicare and should enroll via the Social Security Administration.
- **Youth who turned/will turn 19, 20, 21, or 22 between February 2020 and April 2023**
  - Youth may need to apply as a head of household for the first time (rather than a dependent on a parent's household renewal).
  - Whether they must apply as an individual head of household or can remain as a dependent on their parent's head of household depends on whether they are claimed as a dependent in their family's IRS tax filing.
- **Youth formerly in DCF custody who were adopted and turned/will turn 22 between February 2020 and April 2023**
  - These members are "aging out" of automatic MassHealth eligibility.
  - They may need to complete an application for the first time.
- **Youth formerly in DCF custody who were not adopted and turned/will turn 26 between February 2020 and April 2023**
  - These members are "aging out" of automatic MassHealth eligibility.
  - They may need to complete an application for the first time.
- **Children in the Kaileigh Mulligan Program**
  - Children with severe medical conditions whose families may need to complete additional forms.

- **PRUCOLs**
  - PRUCOL (or persons residing in the United States under color of law) is an immigration status in Massachusetts that allows members to receive certain public benefits.
  - PRUCOLs include:
    - Individuals who have applied for a lawfully present status or have not yet applied for a status but meet certain criteria.
    - Those who have entered the country as a noncitizen and are currently residing in the United States with the knowledge and consent of the DHS, and whose departure the DHS does not contemplate enforcing. Note: Members can feel comfortable disclosing their immigrant status and submitting any documents that they have to MassHealth. MassHealth will never report a member or their family to DHS, USCIS, or ICE. Sending all documents will help MassHealth decide on a person's eligibility.
- **Members with Household Changes**
  - Other household changes, e.g., divorce, the head of the household moving out, a deceased head of household, etc.

## Members Who May have their Coverage Automatically Renewed

Certain members **may** be automatically renewed by MassHealth in the April 2023-April 2024 redeterminations cycle. These members may include

- Members receiving **SSI through the U.S. Social Security Administration** because they are 65 and older and have limited income/resources
- Members receiving **SSI through the U.S. Social Security Administration** because they are disabled and have limited income/resources
- Members receiving **TANF (Temporary Assistance of Needy Families) through DTA**
- **Children and youth currently or formerly in DCF custody\*** who are:
  - Ages 0-18
  - Ages 18-22 and adopted (previously in DCF custody)
  - Ages 18-26 and not adopted (former foster youth)
- **Children and youth in DYS custody**

Members who fall into the categories above may be automatically renewed and may not need to take any action. However, they should still make sure to respond if they do receive a blue envelope, or any other mail from MassHealth.

\*Some children in the care of DCF may also receive MassHealth through DCF.

## Members Who are No Longer Eligible for MassHealth

If a member lost coverage because they did not respond to their renewal notice, they have 90 days to contact MassHealth and have their coverage reinstated. After that period, they must reapply for MassHealth.

- Online (members younger than 65 only): [www.mass.gov/how-to/apply-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan](http://www.mass.gov/how-to/apply-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan)
- Phone: (800) 841-2900, TDD/TTY: 711
- At a virtual or phone appointment with a MassHealth representative or Enrollment Assister (Schedule here: [www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative)) or by visiting an enrollment center

You can also direct them to [www.mass.gov/how-to/apply-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan](http://www.mass.gov/how-to/apply-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan) for more information.

If a member lost coverage because they no longer qualify for MassHealth, your organization can help them learn about other health insurance options

- Direct them to the Massachusetts Health Connector (more information on page 47).
- Direct them to organizations with CACs for assistance who can assist them (more information on page 28).
- Members 65 and older: Direct the member to an organization that supports older adults who can assist in finding alternative health care coverage options, including Medicare (page 46).
- Members who are employed or have a spouse who is employed: Encourage them to explore whether they can get Employer Sponsored Insurance through their job or be added to their spouse's employer sponsored insurance policy. If they do have access to Employer Sponsored Insurance, losing their MassHealth coverage is considered a Qualifying Life Event (QLE) that will allow them to enroll outside of the Open Enrollment period.

If a member lost coverage because they lost Supplemental Security Insurance (SSI), they may be able to reapply for MassHealth if they meet certain criteria, such as

- They lost SSI due to an increase in social security payments and Retirement, Survivors, and Disability Insurance (RSDI) as their source of income (also referred to as "Pickle" eligibility).
- The member is a Disabled Adult Child (DAC) who lost SSI due to an award or increase of RSDI.
- The member is a Disabled Adult Widower younger than 65 who lost SSI due to receipt of Early Widowers RSDI.

**If a member is 65 or older and no longer eligible for their previous MassHealth benefit, they may qualify for another program to help them receive affordable healthcare or access to other services.**

1. Individuals who do not qualify for Medicare may be eligible for Connector coverage. For those eligible for Medicare, loss of MassHealth is a Special Enrollment Period (SEP) that allows individuals to enroll in Medicare outside of standard enrollment periods.
2. **Medicare Savings Program:** The Medicare Savings Program (MSP) is a federally funded program that pays for some or all a low-income Medicare recipient's premiums, deductibles, copayments, and co-insurance. For more information, a member can visit [www.mass.gov/service-details/help-paying-medicare-costs](http://www.mass.gov/service-details/help-paying-medicare-costs).
3. **Home- and Community-Based Services Waivers, including the Frail Elder Waiver:** The Frail Elder Waiver (FEW) is a MassHealth program with expanded income eligibility, administered by the Executive Office of Elder Affairs which provides community supports to Massachusetts residents aged 60 and older who would otherwise require facility care. The Frail Elder Waiver supports individuals with a variety of needs that can be met through a range of home-based supports. For more information, a member can visit [www.mass.gov/frail-elder-waiver-few](http://www.mass.gov/frail-elder-waiver-few).
4. **Program of All-inclusive Care for the Elderly (PACE):** PACE is administered by MassHealth and Medicare to provide medical, social, recreational, and wellness services for people 55 and older who are certified by the state as eligible for nursing home care but can live safely in the community. The eligibility rules for PACE are different than MassHealth, and you do not need to be on MassHealth to be eligible for PACE. For more information, a member can visit [www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace](http://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace).
5. **Prescription Advantage:** Prescription Advantage is a state-sponsored prescription drug program for older people and people with disabilities that provides financial assistance to lower prescription drug costs. A member can reach Prescription Advantage at (800) 243-4636, TDD/TTY (877) 610-0241 or learn more at [www.mass.gov/prescription-drug-assistance](http://www.mass.gov/prescription-drug-assistance).
6. **Other ASAP Programs and Services:** The regional Aging Services Access Points (ASAPs) have state-funded programs, such as home care, that may be able to provide support to a member to meet their care needs. A member can contact their local Aging Services Access Point (ASAP) at [www.mass.gov/agingservicescontacts](http://www.mass.gov/agingservicescontacts).

# The Massachusetts Health Connector



The Health Connector is a state-based insurance marketplace that makes shopping for health and dental coverage easier for Massachusetts individuals and families. The Health Connector offers affordable insurance options for many people who are not eligible for MassHealth.

Many people who qualify for Health Connector coverage are eligible for low-cost or even free health insurance. Losing MassHealth coverage is a Qualifying Life Event, which allows members to enroll in a plan through the Health Connector outside of the regular Open Enrollment Period.

Massachusetts residents can learn more and apply

- Online: [www.mahealthconnector.org/get-ready-to-enroll](http://www.mahealthconnector.org/get-ready-to-enroll)
- By phone: (877) 623-6765; TDD/TTY: (877) 623-7773
- In person with the help of a Navigator or Certified Assistance Counselor (CAC) or at a Health Connector Walk-in Center, all of which can be found at [my.mahealthconnector.org/directory/categories/individuals-and-families](http://my.mahealthconnector.org/directory/categories/individuals-and-families)

# Accessing the MassHealth Board of Hearings

Your organization may also interact with members who have already submitted their renewal but disagree with a coverage change that MassHealth made for them.

MassHealth members have the right to appeal a MassHealth eligibility determination. You can help members who wish to appeal a MassHealth decision by walking them through the appeal process. Members have 60 days to request a hearing from the day they receive their decision notice.

## How to Appeal



### 1. By mail

- a. Fill out a Fair Hearing Request Form
- b. Make a copy for yourself
- c. Send a copy to the Office of Medicaid, Board of Hearings at:  
*100 Hancock St, 6<sup>th</sup> Floor, Quincy, MA 02171*



### 2. By fax

- a. Fill out the Fair Hearing Request Form
- b. Fax the form to the Office of Medicaid, Board of Hearings at (617) 887-8797



### 3. By phone

- a. Call MassHealth at (800) 841-2900, TDD/TTY: 711

The Fair Hearing Request Form is available to download at [www.mass.gov/how-to/how-to-appeal-a-masshealth-decision](http://www.mass.gov/how-to/how-to-appeal-a-masshealth-decision)

## Appeal process

- After members submit their appeal, the Board of Hearings will send them notice of their hearing date, time, and place at least 10 calendar days before the scheduled hearing date.
- At the hearing, members may represent themselves or be represented by a lawyer or other representative at their expense. They may contact a local legal service or community agency to get advice or representation at no cost. They can also call MassHealth to get information about legal services or community agencies.
- If members cannot come to their scheduled hearing for good cause, or if they need a telephone hearing, they must call the Office of Medicaid, Board of Hearings before the hearing date.
  - Main: (617) 847-1200
  - Toll free: (800) 655-0338

Failure to appear without having good cause, or without having previously rescheduled the hearing, will result in the dismissal of a member's appeal.

For more information, members can visit

[www.mass.gov/how-to/how-to-appeal-a-masshealth-decision](http://www.mass.gov/how-to/how-to-appeal-a-masshealth-decision)

# Accessibility Accommodations and Translation Resources

MassHealth provides several options for those members who may require accommodations to discuss and complete their renewal.

## Disability Accommodations

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1. A Disability Ombudsman that can provide personal assistance by explaining MassHealth processes and requirements and helping applicants or members filling out forms over the telephone. The Ombudsman can also arrange meetings with MassHealth staff, sign language interpretation, or CART services. The Ombudsman can be reached at [ADAaccommodations@state.ma.us](mailto:ADAaccommodations@state.ma.us); Voice: (617) 847-3468, TTY: (617) 847-3788
2. A TDD/TTY phone number (711) for members who are deaf or hard of hearing
3. The option to request large print or braille renewal forms by calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711
4. On demand Video Remote Interpreting (VRI) and Assistive Listening Devices (ALDs) at all MassHealth Enrollment Centers (MECs)

## Translation Resources

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1. Renewal forms will be mailed in English or Spanish, and are available in large print or Braille upon request by the member by calling MassHealth Customer Service at (800) 841-2900; TDD/TTY: 711. Renewal packets will also include Babel notices (short notices indicating in multiple languages that the contained information is critical and needs to be translated).
2. For members who require translation of forms, members can receive free translation services by calling the Customer Service Center at (800) 841-2900, TDD/TTY: 711.
3. MassHealth Customer Service representatives can assist members in English, Spanish, Portuguese, Mandarin, Vietnamese, Arabic, and Haitian Creole. Members can request a translator for any other language.
4. MassHealth will publish vlogs incorporating ASL, and offer live ASL translation during redetermination webinars recorded and published online.

# What Else You can Do as an Organization to Stay Informed and Support Redeterminations

## 1. Sign up for the MassHealth Eligibility Redeterminations Email List

Sign up to receive emails on the latest news and updates on MassHealth's redetermination process: [www.mass.gov/forms/masshealth-eligibility-redeterminations-email-list-sign-up](http://www.mass.gov/forms/masshealth-eligibility-redeterminations-email-list-sign-up)

## 2. Join the Massachusetts Health Care Training Forum (MTF) email list and attend trainings

MTF aims to communicate accurate, timely information about MassHealth policies and operations, other state programs, and public assistance programs and services to all health care organizations and community-based agencies. Upcoming sessions will focus on MassHealth redeterminations.

Click here to join the email list: [www.surveymonkey.com/r/MTFListservNEW2021](http://www.surveymonkey.com/r/MTFListservNEW2021)

For more information, visit the MTF website: <https://www.masshealthmtf.org/>

## 3. Have your organization become part of the CAC program

Certified Application Counselors (CACs) help people apply for health insurance benefits, enroll in health plans, and maintain health insurance coverage. In Massachusetts, the CAC Program is a joint program, administered by MassHealth and supported by the Massachusetts Health Connector.

The CAC Program is a voluntary program, no one pays for the help they receive from a CAC.

Individuals do not need a CAC to apply for or receive benefits. Certified Application Counselors (CACs) help people apply for health insurance benefits, enroll in health plans, and maintain health insurance coverage

- Individuals alone cannot become CACs. Your organization must partner with MassHealth and the Massachusetts Health connector, and then individuals within your organization can be trained as CACs

If you are interested in the CAC Program email us at [mahealthconnectortraining@massmail.state.ma.us](mailto:mahealthconnectortraining@massmail.state.ma.us).



# Member FAQs

## 1. What is a renewal and why is this happening?

Federal law requires MassHealth to check every year whether members are still eligible for MassHealth. This renewal process is MassHealth conducting that check.

In response to the COVID-19 pandemic, from March 2020 – March 2023, rules were put in place to protect most members' MassHealth benefits, regardless of whether they were eligible. With these rules expiring, MassHealth may end or downgrade a member's coverage in response to its normal check of eligibility.

## 2. Should I be worried if I have not gotten a blue envelope?

MassHealth renewals are taking place over the course of 12 months, so your blue envelope may not have been sent yet. If you have not gotten a blue envelope in the mail, it may also be because MassHealth was able to renew you automatically and does not need any information from you. However, if you do receive a renewal or any other mail from MassHealth, you must respond. If you are concerned please call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711.

## 3. When will I be renewed?

Members younger than 65: To see when you need to renew, go online to your [MA Login account](#). You can also find out if you currently owe a renewal form and when it is due by calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 and using the self-service option.

Members 65 and older, on an HCBS waiver, or living in a long-term care facility: You can find out if you currently owe a renewal form and when it is due by calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 and using the self-service option or speaking with a representative to find out if you need to submit a renewal form and when the renewal form is due.

## 4. What can I do now to make sure that I do not lose coverage?

Members younger than 65: The most important action you can take now is going online to your [MA Login account](#) and updating your contact and personal information. You can also call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 to update this information.

Members 65 and older, on an HCBS waiver, or living in a long-term care facility: The most important action you can take now is calling MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 to update your contact and personal information.

If you have moved, it is especially important to update your address because MassHealth sends renewals by mail. You should also let MassHealth know by calling or going online if you got a new job, your income has changed, your disability status has changed, or you have become pregnant.

## 5. What do I do when I get a blue envelope in the mail?

Receiving a blue envelope means that MassHealth needs information from you to complete your renewal. Complete your renewal form and make sure all the information is up to date.

Members younger than 65: Submit your renewal form on or before the due date by going online to your [MA Login account](#), calling MassHealth Customer Service, sending your completed paper form by mail or fax, or scheduling an appointment with a MassHealth Representative.

Members 65 and older, on an HCBS waiver, or living in a long-term care facility: Submit your renewal form on or before the due date by sending your completed paper form by mail or fax, e-submitting your form by uploading it online, or dropping off your completed renewal application in a MassHealth secure drop box located outside the enrollment centers in Charlestown, Tewksbury, Quincy, Taunton, and Springfield.

#### **6. How long do I have to respond to mail from MassHealth?**

Most members have 45 calendar days to respond to a blue envelope renewal notice, and 90 days to respond to a Request for Information or Verification. If a member is living in a long-term care facility, they have 30 days to respond to a renewal notice.

#### **7. What if I received a renewal (blue envelope) but have no changes to report?**

If you receive a renewal form in the mail, you will need to complete it and submit it to MassHealth even if you have no changes to report. You must submit it by the due date listed on the form by going online, calling MassHealth Customer Service, sending your completed renewal form by mail or fax, or dropping off your completed renewal application in a MassHealth secure drop box located outside the enrollment centers in Charlestown, Tewksbury, Quincy, Taunton, and Springfield.

#### **8. Can I update my information instead of completing my MassHealth renewal?**

No. If you receive a renewal notice (blue envelope), you must submit the entire renewal form online, by phone, by mail, by fax, or at a MassHealth secure drop box located outside the enrollment centers in Charlestown, Tewksbury, Quincy, Taunton, and Springfield.

#### **9. What documents and information will I need to complete my renewal?**

- The renewal form you received in the mail in a blue envelope
- Documents that show important changes
  - Examples include
    - Change of address
    - New social security numbers (SSNs) for people applying
    - Federal tax returns if you file
    - Current proof of your monthly income (you do not have to send proof of Social Security or SSI income)
    - Other health coverage like Medicare or private insurance that is new or may have changed
    - Changes to immigration or citizenship status
    - Information that may be new or might have changed about a non-custodial parent
    - Current proof of your assets (member 65 and older)

#### **10. Where can I go if I need help with my renewal or have questions?**

If you need help with your redetermination, call MassHealth at (800) 841-2900, TDD/TTY: 711 or go online to [find your nearest Medicaid Enrollment Center or Certified Application Counselor](#).

### **11. Where can I get help in languages other than English?**

- a. MassHealth offers translation services. Call MassHealth at (800) 841-2900, TDD/TTY: 711.
- b. Mailed notices will be sent to members in English or Spanish.

### **12. What happens if I am no longer eligible for MassHealth?**

If you are younger than 65 and no longer eligible for MassHealth and are not eligible for health insurance through your employer, you will likely be able to get insurance through the Massachusetts Health Connector. Losing MassHealth coverage is a “qualifying event” that allows you to enroll in a Health Connector plan outside of the annual open enrollment period.

If you are 65 or older and no longer eligible for MassHealth, you likely already have or have access to enroll in Medicare benefits. Losing MassHealth coverage is a qualifying event that allows you to enroll in Medicare. Contact Medicare or a SHINE counselor for more help by calling (800) 243-4636.

You may also qualify for MassHealth under special circumstances such as the Frail Elder Waiver. Please contact MassHealth to learn more about these options. In addition, you may also be eligible for the Medicare Savings Programs. Learn more at

[www.mass.gov/service-details/help-paying-medicare-costs](http://www.mass.gov/service-details/help-paying-medicare-costs).

### **13. What if I’ve lost my MassHealth renewal form?**

Members younger than 65: If you have an online account, you can review and complete your renewal online through your [MA Login account](#).

Members 65 and older: If you have lost your renewal form, you can download a new [Renewal Application for Health Coverage for Seniors and People Needing Long-Term-Care Services](#).

Make sure to submit before the deadline to ensure you do not have a lapse in coverage.

### **14. I started my MassHealth renewal online, can I come back later to finish?**

Yes. You have 48 hours to return to your started renewal form and finish the process. After 48 hours, you will need to start over. Click the Complete Renewal link on the My Eligibility page. You will also see an Undo Changes link. This link removes any changes you have already made to the renewal and lets you start the renewal over.

Important: You must complete and submit your renewal before the due date in your letter. If you start but do not complete and submit your renewal by the due date, any changes you made will be deleted after the due date.

### **15. If I lose my eligibility, how long do I have before I no longer have MassHealth coverage?**

Members will receive at the minimum a 14-day notice regarding a loss or downgrade in eligibility. The member will retain their previous benefit in that 14-day window.

MassHealth will extend coverage to the end of the month only for those individuals whose MassHealth eligibility has ended and who become eligible for the Premium Tax Credit (PTC). If the MassHealth end date is on or before the 15th of the month, MassHealth coverage will end on the last day of that month. If the MassHealth end date is after the 15th of the month, MassHealth coverage will end on the last day of the following month.

**16. I received a welcome notice in the mail from my health plan. Do I still need to wait for my renewal form in a blue envelope?**

Yes, you still need to look out for your renewal form that will arrive in a blue envelope and read any mail that may be from MassHealth. Health Plans are sending out welcome materials to their members in early 2023, but these are NOT to be confused with renewal forms that come from MassHealth in a blue envelope.

**17. I lost my coverage because I didn't respond to my renewal. When I reapply I learn that I am eligible for coverage. Will my coverage be reinstated when I apply or retroactively?**

A member's coverage start date is situation dependent. If you contact MassHealth within 90 days of losing coverage because you did not respond, your coverage could be reinstated back to the day it was lost, as long as you are eligible. Beyond this 90 day period, generally, those younger than 65 get 10-day retroactive coverage prior to their application date. However, certain populations, such as children younger than 19 and members who are pregnant, can request three months of retroactive coverage. Generally, those older than 65 have retroactive coverage back to the beginning of the month their application was received by MassHealth. However, members older than 65 can also request three months of retroactive coverage. Please note that these timelines do not apply to every member.

**18. How can I keep my primary care provider if I am transitioning from MassHealth to the Health Connector?**

The Health Connector has an online search tool that allows individuals to identify which providers are included in plans' networks.

The Health Connector also supports a Navigator program, which currently consists of 22 Navigator organizations across Massachusetts. Navigators help people with eligibility applications and health plan enrollment and assist members in comparing plans and enrolling in the plan that best suits their needs, including ensuring that plan networks include certain providers.

**19. Could I lose my coverage if my MassHealth coverage is not automatically renewed?**

No. If MassHealth cannot automatically renew your MassHealth coverage, you will receive a renewal notice in a blue envelope. If you do not respond to the renewal in the blue envelope, you could then lose your coverage.

**20. How likely is it that I will be auto-renewed?**

MassHealth anticipates that as many as 50 percent of renewals will be auto-renewals; however, this rate may fluctuate over the course of the renewal period. MassHealth cannot speak to any individual's likelihood of being auto-renewed.

**21. Will the renewals happening this year change my benefits?**

The upcoming cycle of renewals will not change rules for any MassHealth services. MassHealth covers numerous services, including medical care, long term services and supports, behavioral health services, pharmacy, dental, and home & community-based services. For details on what services are covered by MassHealth, contact your health plan or MassHealth at (800) 841-2900, TDD/TTY: 711.

**22. Will all members of my household be renewed at the same time?**

Yes. Renewals occur at the household level. Your blue envelope will include renewal documents for every member of your household.

**23. How does MassHealth define a Household for the purposes of renewal?**

MassHealth defines a household according to annual tax filing relationships. The household consists of the Head of Household (or Person 1 on the application), their spouse, and dependents (such as who you claim on your taxes).

**24. What can my income be in order to still be eligible for MassHealth?**

Income eligibility limits are defined as percentages of the Federal Poverty Line (FPL). There is no single income limit for MassHealth. Income limits depend on the type of MassHealth coverage, and a person's other eligibility factors (e.g., age, disability status, and citizenship status).

Income limits apply regardless of whether a person works part time or full time. RSDI/SSDI benefits are considered income for the purposes of MassHealth eligibility.

For individuals younger than 65, general information on income eligibility limits can be found at [www.mass.gov/service-details/eligibility-for-health-care-benefits-for-masshealth-the-health-safety-net-and-childrens-medical-security-plan](http://www.mass.gov/service-details/eligibility-for-health-care-benefits-for-masshealth-the-health-safety-net-and-childrens-medical-security-plan).

For individuals older than 65, individuals of any age in long term care, and persons older than 18 in HCBS waivers, general information on income eligibility limits can be found at [www.mass.gov/service-details/eligibility-for-people-age-65-and-older-and-people-who-need-long-term-care-services](http://www.mass.gov/service-details/eligibility-for-people-age-65-and-older-and-people-who-need-long-term-care-services).

**25. Will I be charged premiums on my MassHealth if I renew?**

If you do not renew your coverage when you receive a blue envelope, your coverage will be terminated.

MassHealth members/families may be required to pay a premium for their MassHealth coverage if their income is above 150% of the federal poverty level. Disability status does not exempt members/families from premium requirements.

Typically, premiums are reduced if a member/family reports a decrease in household income. Premiums may increase if a member/family reports an increase in income.

During the Public Health Emergency (PHE) from January 2020 – May 2023, MassHealth did not raise premiums on any members. MassHealth also did not close any cases due to failure to pay premiums.

## Members Who are Immigrants and Refugees

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### 1. Am I still eligible for MassHealth if I am not a U.S. citizen?

Yes, members may be eligible for MassHealth coverage if they are not a U.S. citizen. Applicants who are otherwise eligible for MassHealth and meet certain financial criteria can receive MassHealth benefits. Coverage options available to noncitizens include Standard, CommonHealth, CarePlus, Family Assistance, and Limited.

Additionally, pregnant people in any noncitizen group may be eligible for full MassHealth benefits while they are pregnant and for 12 months postpartum, if they are otherwise eligible and meet financial guidelines. Members must report a pregnancy to MassHealth to receive these additional benefits.

### 2. What identification documentation do I need for my renewal if I am not a U.S. citizen?

You must provide a copy of one of the following forms of ID:

- Driver's license
- School ID
- Voter card
- Military draft card or record
- Military dependent ID card
- US passport or passport card
- ID card from federal/state/local government
- Foreign passport or ID with photo
- Permanent Resident Card
- Alien Registration Card (I-551)
- Certificate of naturalization (N-550/N-570)
- Certificate of Citizenship (N-560/N-561)
- Employment authorization document with photo (I-766)
- Native American tribal document

If you do not have a copy of the accepted documents, you can send a copy of two of the following:

- Birth certificate
- Marriage certificate
- Employer ID card
- High school or college diploma (includes high school equivalency diploma)
- Social security card
- Divorce decree
- Property deed or title

### **3. Will MassHealth share my immigration status with any other state or federal agencies?**

No, MassHealth will not share your information with other state or federal agencies. MassHealth takes member privacy very seriously, including information about immigration status. State and federal agencies that do not provide public benefits, including agencies that enforce immigration, do not receive information about our members.

MassHealth requires Social Security numbers for anyone who is applying for health coverage. There are exceptions for anyone who 1) has a religious exemption as described in federal law, 2) is eligible only for a nonwork SSN, or 3) is not eligible for an SSN. MassHealth does not share SSNs with external agencies and uses this information to check income and other information to see who is eligible for help with health coverage.

### **4. Where can I go to get more information?**

Go online to [www.mass.gov/info-details/masshealth-information-for-noncitizens](http://www.mass.gov/info-details/masshealth-information-for-noncitizens).

## **Members with Disabilities**

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### **1. Do I need proof of my disability to complete my renewal? What kind of documentation will I need?**

If you had a disability determination completed by the Social Security Administration (SSA) or the Massachusetts Commission for the Blind (MCB), you may or may not need to submit additional information on your disability this year. This depends on the nature of your medical condition and the timing of your last review. If your disability needs to be reviewed, the review will be done by SSA or MCB, separate from your MassHealth renewal.

If you had a disability determination completed by the Disability Evaluation Services (DES) at UMass Medical School (i.e., you submitted a disability supplement), you may or may not need to submit additional information on your disability this year. This depends on the nature of your medical condition and the timing of your last review. If you need to submit more information, you will receive a request in the mail separate from your MassHealth renewal. This information will indicate the steps you need to take and what documentation is needed. Please note that if you completed a disability determination during the Public Health Emergency and either (a) self-attested to your disability or (b) received administrative approval, you may need to complete a renewal earlier.

If you have not been determined disabled by the Social Security Administration, MCB, or DES, and have an illness, injury, or disability that is expected to last more than 12 months, please report this on your renewal. MassHealth will send you more information when we get your referral form.

### **2. If I have a child with a disability who is younger than 18 and on MassHealth, will they need to submit proof of their disability to complete their renewal?**

If your child had a disability determination completed by the Social Security Administration (SSA) or the Massachusetts Commission for the Blind (MCB), you may or may not need to submit additional information on their disability this year. This depends on the nature of their medical condition and the timing of their last review. If their disability needs to be reviewed, the review will be done by SSA or MCB, separate from their MassHealth renewal.

If your child had a disability determination completed by the Disability Evaluation Services (DES) at UMass Medical School (i.e., you submitted a disability supplement), in most cases, your child will not need to submit additional documentation regarding their disability until they turn 18. This does not apply to the Kaileigh Mulligan Program, which renews disability redetermination annually. This also does not apply if your child's disability determination was completed during the Public Health Emergency and involved either (a) self-attestation to their disability, or (b) administrative approval. Children in this category should expect to have a disability renew sooner. If you need to submit more information for their review, you will receive a request in the mail separate from the child's MassHealth renewal. This information will indicate the steps you need to take and what documentation is needed.

If your child has not been determined disabled by the Social Security Administration, MCB, or DES, and has an illness, injury, or disability that is expected to last more than 12 months, please report this on your child's renewal. MassHealth will send your more information when we get their renewal form.

### **3. Do I need to fill out the SACA application?**

Not every individual must complete the SACA.

If you are younger than 65 and not seeking long-term nursing facility care or a home- and community-based (HCBS) waiver program, you should complete the Application for Health and Dental Coverage and Help Paying Costs (ACA) application.

If you are 65 or older, or any age seeking long-term nursing facility care or a HCBS waiver program, you should complete the SACA application.

Applications can be found at [www.mass.gov/lists/applications-to-become-a-masshealth-member](http://www.mass.gov/lists/applications-to-become-a-masshealth-member).

### **4. Will I be able to use the abbreviated SACA for my renewal instead of the full SACA?**

This year some members will be able to use a simplified version of the SACA to complete their renewal instead of the full application. If you must complete a renewal and can use the abbreviated SACA, the abbreviated SACA will be in your blue envelope.

Members who will not be able to use the abbreviated SACA include

- members younger than 65
- members with a disability who work 40 or more hours a month, or who currently work and have worked at least 240 hours in the six months immediately before the month of the MassHealth review
- members who are 65 or older and a parent or caretaker relative of children younger than age 19
- members who will turn 65 this year
- members who have turned 65 and have not completed a Senior Application (Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (SACA-2) or Renewal Application for Health Coverage for Seniors and People Needing Long-Term Care Services (SACA-2-ERV))
- members currently receiving MassHealth benefits as a resident of a nursing facility;
- members currently receiving MassHealth benefits through a Home- and Community-Based Services (HCBS) Waiver program

- members currently receiving MassHealth benefits through the Emergency Aid to the Elderly, Disabled and Children (EAEDC) program; or
- individuals currently receiving coverage only from the MA Health Connector

## 5. Where can I go to get more information?

Go to the [MassHealth website](#).

## Members Who are Older Than 65, Turning 65, or Turned 65 Recently

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### 1. What is the asset limit and how will it affect my eligibility for MassHealth?

Individuals who are age 65 and older, or any age seeking long-term nursing facility care or a home- and community-based (HCBS) waiver program, will have their assets reviewed. Assets are property including, but not limited to, real estate, personal property, and funds. This term has the same meaning as “resources.”

Generally, your total assets must be below \$2,000 if you are single, and \$3,000 if you are a couple for individuals in the community, including home- and community-based services waivers.

The asset limits for long-term nursing facility care when one spouse is in the facility and one spouse remains in the community are different.

The asset limit for the Medicare Savings Programs (MSP) in 2023 is: \$18,180 if you are single, and \$27,260 if you are a couple. These asset limits change annually.

MSPs are federally funded programs that are administered by individual states that pay for some or all their low-income Medicare recipients’ premiums, deductibles, copayments, and co-insurance.

### 2. Do I need to fill out the SACA application?

Yes, individuals who are age 65 and older, turning 65, or any age seeking long-term care nursing facility care or a HCBS waiver program, must complete the SACA application.

### 3. Will I be able to use the abbreviated SACA for my renewal instead of the full SACA?

This year some members will be able to use a simplified version of the SACA to complete their renewal instead of the full application. If you must complete a renewal and can use the abbreviated SACA, the abbreviated SACA will be in your blue envelope.

Members who will not be able to use the abbreviated SACA include

- members younger than 65
- members with a disability who work 40 or more hours a month, or who currently work and have worked at least 240 hours in the six months immediately before the month of the MassHealth review
- members who are 65 or older and a parent or caretaker relative of children younger than age 19
- members who will turn 65 this year
- members who have turned 65 and have not completed a Senior Application (Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (SACA-2) or Renewal Application for Health Coverage for Seniors and People Needing Long-Term Care Services (SACA-2-ERV))

- members currently receiving MassHealth benefits as a resident of a nursing facility;
- members currently receiving MassHealth benefits through a Home- and Community-Based Services (HCBS) Waiver program
- members currently receiving MassHealth benefits through the Emergency Aid to the Elderly, Disabled and Children (EAEDC) program; or
- individuals currently receiving coverage only from the MA Health Connector.

**4. Where can I go to get more information?**

Go to the [Information for MassHealth Applicants website](#).

## Members Who are Experiencing Homelessness

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**1. What is the best way to ensure I receive my blue envelope if I am living at a shelter, with friends, or don't have a permanent address?**

Members younger than 65: If you are 64 and younger, an [MA Login account](#) is the fastest way to update information for your household and review the address where the renewal will be sent and the expected next renewal date. If you do not have an account, you can [create one now](#).

Members 65 and older: Members 65 and older can't create an MA Login Account at this time. Call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 to confirm the address on file and inform us that you are experiencing homelessness.

**2. I believe that my blue envelope was sent to an old address, what should I do?**

Members younger than 65: If you are 64 and younger, an [MA Login account](#) is the fastest way to update information for your household and review the address where the renewal will be sent and the expected next renewal date. If you do not have an account, you can create one now. In your account, you will be able to see if your renewal is due and complete it online.

Members 65 and older: Call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 to confirm if renewal was sent and the address. If the renewal is in progress or overdue, ask the call center staff about making an appointment at the nearest MassHealth Enrollment Center or go to [www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative) to make an appointment.

**3. I didn't receive a blue envelope, but my doctor says I no longer have MassHealth insurance. What can I do to get my insurance reinstated?**

Call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 to confirm that the renewal was sent, and your account was closed because you did not respond. If this is true and it is within 90 days of when your coverage was terminated, your MassHealth could be re-instated.

If your coverage was terminated more than 90 days ago, you will need to reapply for MassHealth.

Members younger than 65: You can reapply by going online to your [MA Login account](#), calling MassHealth Customer Service, sending a completed paper application by mail or fax, or [scheduling an appointment with a MassHealth Representative](#).

Members 65 and older: You can reapply by printing off a [paper form](#) and submitting it by mail or fax, e-submitting your form by uploading it online, or [scheduling an appointment with a MassHealth Representative](#). If you are unable to print the form, you can call MassHealth Customer Service and request a copy be mailed to you.

**4. Where can I go to get more information?**

Go to the [MassHealth website](#).

## Members with Children and Families

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**1. Will my child’s renewal happen at the same time as mine?**

Yes. You will receive renewal applications for your entire household at the same time.

**2. Will my child receive a separate blue envelope? Do I need to complete their renewal separately?**

Your child’s renewal will be included in the same blue envelope that you receive for yourself and other members of your household. It can be completed at the same time by providing the same information for your entire household.

**3. At what age does a child “age out” of MassHealth / and need to start applying separately?**

Children 18 years or younger are considered to be part of a family Household.

A parent or guardian is automatically considered the Head of Household and must apply or renew on the child’s behalf.

In general, children are considered to be adults by MassHealth when they turn 19. Being considered an adult by MassHealth means that children may need to apply as an individual as their own Head of Household.

Children who are 19 or 20 years old may need to apply or renew as individuals or may still be considered part of a family Household, depending on whether they are included as a dependent in their family’s IRS tax filing. If they are not considered to be a dependent on the family’s tax filing, they must apply or renew as individuals. If they are considered to be a dependent on the family’s tax filing (e.g., because they are attending college), they will still be included in the Household’s MassHealth application or renewal.

When a child becomes an adult (turns 19, 20, or 21, according to the rules above), their MassHealth eligibility changes. They will receive mail from MassHealth indicating what next steps they should take. The mail will arrive to the address that was formerly listed on their Household’s application.

These rules differ for children currently or recently in the custody or care of the Department of Children and Families (DCF).

**4. Where can I go to get more information?**

[www.mass.gov/how-to/renew-your-coverage-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan](http://www.mass.gov/how-to/renew-your-coverage-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan)

# MassHealth Redeterminations Communications Toolkit

More communications materials, including flyers for specific populations and flyers translated into different languages, can be found at

[www.mass.gov/info-details/mashealth-eligibility-redetermination-outreach-toolkit](http://www.mass.gov/info-details/mashealth-eligibility-redetermination-outreach-toolkit).

The screenshot shows the top navigation bar of the Mass.gov website with a green header and a blue sub-header. The sub-header contains a menu icon, the text "Menu", a language selection dropdown, "State Organizations", and a "Log In to..." link. Below this is the "Mass.gov" logo and a search bar with the placeholder text "Search Mass.gov". The main content area has a breadcrumb trail: "MassHealth > MassHealth Eligibility Redeterminations". Below the breadcrumb is the text "OFFERED BY: MassHealth". The main heading is "MassHealth Eligibility Redetermination Outreach Toolkit". The introductory text states: "This toolkit serves as a communication guide and provides partner resources to help prepare for the end of the continuous coverage requirements." It also notes that materials will be available in additional languages: "All materials created through the campaign will be available in additional languages, including Spanish, Portuguese, Haitian Creole, Vietnamese, Khmer, Chinese, Arabic, and Cape Verdean Creole." A note at the bottom of the introductory text says: "Note: these translations are currently in progress and will be added to this page once complete." Below this is a green "TABLE OF CONTENTS" section with a list of links: "Complete toolkit and supporting materials", "Introduction and Importance of Communications", "Phase 1 Key Messages", "'Your Family, Your Health.'" Campaign", "Posters and Flyers", "Email Language", "Social Media", "Phone Scripts", "Contact", and "Related".

An official website of the Commonwealth of Massachusetts | Here's how you know

Menu | Select Language | State Organizations | Log In to...

Mass.gov | Search Mass.gov

MassHealth > MassHealth Eligibility Redeterminations

OFFERED BY: MassHealth

## MassHealth Eligibility Redetermination Outreach Toolkit

This toolkit serves as a communication guide and provides partner resources to help prepare for the end of the continuous coverage requirements.

All materials created through the campaign will be available in additional languages, including Spanish, Portuguese, Haitian Creole, Vietnamese, Khmer, Chinese, Arabic, and Cape Verdean Creole.

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